

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



October 21, 2005

CSS LETTER: 05-30

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

SUBJECT: DUPLICATE CASE TRANSFER POLICY UPDATE

This letter supersedes the duplicate case transfer (DCT) policy previously issued through CSS Letter 02-18, Implementation of Revised Duplicate Case Transfer Policy, dated September 6, 2002. This policy update provides local child support agencies (LCSAs) with an outline of changes in 1) identification/transfer of duplicate cases; 2) case management responsibility; and 3) payment processing, that will occur upon the implementation of the California Child Support Automation System (CCSAS) Version 1 (V1), Implementation 1 (I1). These guidelines are essential to ensure successful conversion of LCSAs to CCSAS. It is critical that LCSAs eliminate existing duplicate case backlog as quickly as possible. Failure to eliminate duplicate cases prior to Version 2 (V2) CCSAS conversion will create erroneous data when performance tests of county data loads/extracts of records are conducted; create additional LCSA workload; and negatively impact V2 CCSAS conversion efforts.

This letter also streamlines duplicate case accounting procedures, strengthens compliance requirements, and provides procedures for handling cases when the child(ren) emancipates or the child(ren)'s location is unknown. Additionally, new and revised DCSS forms and letters are included to facilitate the transfer of duplicate cases. Implementing the guidelines conveyed in this letter will provide a uniform approach toward duplicate case processing, facilitate statewide resolution of duplicate cases, and prepare LCSAs for conversion to CCSAS. For definition of the terms used in this letter, please refer to the list of definitions attached in the Appendix.

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

CCSAS V1/I1

The first implementation of CCSAS V1 will begin the transition of LCSAs onto Statewide Services (SWS) and the State Disbursement Unit (SDU) in accordance with system implementation plans. An integral part of SWS is the State Case Registry (SCR), a compilation of child support case data loaded from California LCSAs.

During the SCR load process, when SWS determines that two submitted participants are the same person, it performs the following activities:

- 1) Links both participants (case members) to the same statewide participant. The participant number of the participant *first* registered at the SCR will be used as the Statewide Participant number for the linked participants. [The LCSAs store their participant numbers as a 10-character field. Because participant numbers between the LCSAs are not unique, the "statewide" number for that participant will consist of the LCSAs participant number prefixed by the LCSA's 3 digit Federal Information Processing Standard (FIPS) code creating a unique participant identification number].
- 2) Populates the SCR participant information by using data from the linked county views with the most current information becoming primary.
- 3) Notifies the Federal Case Registry (FCR) of the new unique statewide participant identification number if SWS had previously notified the FCR of a different number for that participant.
- 4) Notifies both submitting LCSAs that their participant is involved in a child support case in other LCSAs.
- 5) Notifies the submitting LCSAs of any address or employment information received from the other LCSAs about which they are not already aware.

Cases may exist in multiple LCSA's and as a result, each county's view of that case may be different. SWS will store and reflect how each individual LCSA views the case as unique county case views. SWS will associate these county case views with a single statewide case. For example, if Kern County has KERN1 and Butte County has BUTTE1, and SWS determines that both cases are the same case there will be one statewide case (SW1). SWS will maintain information concerning the state of both cases in their individual counties even after the case is transferred and closed in the sending LCSA.

DUPLICATE CASE TRANSFER PROCESSING

Duplicate cases must be processed by the LCSAs and resolved using the DCT processes described in this letter. The DCT process will 1) reduce the number of errant cases being reported statewide and 2) serve to identify where there is conflict of ownership between LCSAs so that these issues can be resolved prior to V2.

Cases may be transferred prior to the establishment of a child support order. For example, it is plausible for a case to be transferred during the interim period of receiving a referral for Title IV-D services and opening the case, but prior to the establishment of a child support order. However, if the case would otherwise qualify for closure and there is an existing case in another county with case management responsibility, the case should be closed rather than transferred. When legal action is pending and both the obligee and obligor are located, the sending LCSA shall not transfer the case until completion of the legal action.

Currently, LCSAs use the Case Worker Query Tool (CWQT) to assist in the identification of duplicate cases. Beginning with V1/I1, a duplicate case may be identified, via an Action Transaction (AT), by the Child Support Enforcement (CSE) system, (also known as Statewide Services, SWS), or identified by the sending or receiving LCSA using the CWQT. Upon entry of a case that would create a duplicate, SWS will generate the following AT alerting both LCSAs of the existence of a duplicate case: *"The case with (county's local case ID) is an open case in your county. SWS has determined that other counties have open case views of this same case. Please review for any necessary action."*

Both LCSAs will need to query the CWQT or SWS to identify the other LCSA with the duplicate case and initiate the DCT process within 5 business days. Once the LCSA receives an AT alerting them of a duplicate case or independently identifies a duplicate case, the LCSA shall contact the other LCSA either by telephone or by using the Department of Child Support Services (DCSS) 0418 (08/17/05), *DCT Initiation*, to confirm the necessity of transferring the case. This form shall be completed by the initiating LCSA's DCT Coordinator and forwarded to the other LCSA's DCT Coordinator. Due to the need for timely processing, the completed form may be faxed between DCT Coordinators. Additionally, within 5 business days of contacting or being contacted by the receiving LCSA, the sending LCSA shall send the Child Support (CS) 2890 (03/02), and CS 2890A (03/02), *Notices of Case Transfer* to the last known addresses of the obligor and obligee.

Upon completion of the transfer, the LCSA, without managing or primary responsibility for the case, should close their county's case. **A case shall not be closed until the respective LCSA has been notified, or has received the DCSS 0514 (08/17/05), *DCT Acknowledgement*, acknowledging the duplicate case transfer is complete.**

DUPLICATE CASE TRANSFER PACKAGE

Although LCSAs will be notified of the existence of duplicate cases in a new manner, a DCT transfer package must still be completed to facilitate the transfer. The DCT transfer package must include a summary of case action, copies of all orders and modifications and lien information, if appropriate. The sending and receiving LCSA shall use the appropriate forms and letters for each DCT.

The DCT forms and letters consist of the following:

- New DCSS 0418 (08/17/05), Duplicate Case Transfer Initiation
This form shall be used to initiate a case transfer.
- Revised DCSS 0419 (08/17/05), Duplicate Case Transfer Notification
This form shall be used to transmit all case related information necessary to transfer a case.
- New DCSS 0420 (08/17/05), Duplicate Case Transfer Information Request
This form shall be used after the initial transfer has occurred to request any additional case related information necessary to complete a case transfer.
- New DCSS 0514 (08/17/05), Duplicate Case Transfer Acknowledgment
This form shall be used to acknowledge receipt and/or completion of a case transfer.
- CS 934 (6/02), Notice to Employer Regarding Order/Notice to Withhold Income for Child Support
This letter shall be used to notify an obligor's employer regarding his or her responsibilities related to the Order/Notice to Withhold Income for Child Support.
- CS 2890 (03/02), Notice of Case Transfer (CP)
This letter shall be used to notify the CP of case transfer.
- CS 2890A (03/02), Notice of Case Transfer (NCP)
This letter shall be used to notify the NCP of case transfer.
- CS 2892 (03/02), Notice of Case Transfer Completion (CP)
This letter shall be used to notify the CP when case transfer is complete.
- CS 2894 (03/02), Notice of Case Transfer Completion Letter and Wage Assignment/Termination of Wage Assignment (NCP)
This letter shall be used to notify the NCP when a case transfer has been completed and the status of the active/terminated wage assignment.
- Termination of Order/Notice to Withhold Income for Support (OMB 0970-0154)
This letter shall be completed and sent to the receiving LCSA to be served on the obligor's employer. This form is accessible via the Office of Child Support Enforcement Website @ <http://www.acf.dhhs.gov/programs/cse/forms/>.

If you have questions or concerns regarding these forms, please contact Rita Carroll, Program Analyst of the Forms Unit, at (916) 464-5217.

CASE MANAGEMENT RESPONSIBILITY POLICY:

Case management describes the establishment and enforcement actions taken on a case. In accordance with these establishment and enforcement actions, an existing order will continue to be enforced until the order is modified, terminated, registered in the managing county, or is no longer enforceable by the Title IV-D agency.

THE MANAGING OR PRIMARY LCSA

When there are duplicate cases, only one LCSA will be the managing or primary LCSA with responsibility for managing the case. The LCSA without managing or primary responsibility for the case (sending LCSA) will transfer the case and financial management responsibility to the receiving LCSA and subsequently, the sending LCSA will close their case.

The managing or primary LCSA is determined by the obligor or obligee in the court order as follows:

- 1) If the obligee in the court order is receiving public assistance, the county expending public assistance will be the managing or primary LCSA. If an obligee is temporarily absent from the county, but continues to receive public assistance and returns to that county after the temporary absence, case management responsibility remains with that LCSA.
- 2) If the obligee in the court order is not currently receiving public assistance, the county where the obligee resides or the county where the obligee last opened the case is the managing LCSA.
- 3) If California is the responding jurisdiction in an interstate case and the obligee does not reside in California, the county where the obligor in the court order resides becomes the managing or primary LCSA.
- 4) If California is the responding jurisdiction in an interstate case for arrears only and the obligee now lives in California and has applied for current support services from a California LCSA, then the criteria in (1) or (2) applies. The managing or primary LCSA will be in the county where the obligee resides or in the county where the obligee last opened the case. The responding interstate case would be transferred to that LCSA. A copy of the initiating state's transmittal shall be included with the DCT package.

Example 1 – Duplicate Case:

Case construct in County A: Obligor (dad), Obligee (mom), Child 1

Case construct in County B: Obligor (dad), Obligee (mom), Child 1

The Obligee (mom) in the existing court order moves from County A to County B with Child 1. These are considered duplicate cases because they share the same case construct. County B would be the managing or primary LCSA.

Example 2 – NOT a Duplicate Case:

Case construct in County A: Obligor (dad), Obligee (mom), Child 1, Child 2

Case construct 1 in County B: Obligor (dad), Obligee (aunt), Child 2

Case construct 2 in County B: Obligor (mom), Obligee (aunt), Child 2

Child 2 moves from County A to County B to live with the aunt. The Obligee (mom) changes to Obligee (aunt). Both mom and dad become Obligors. These are not considered duplicate cases because they do not share the same case construct.

FOSTER CARE POLICY

A case is not eligible for transfer when in accordance with the case construct policy a *new* case must be established. Therefore, foster care cases are not considered duplicate cases because they do not share the same case construct. When a child is placed in foster care or when a foster care child moves from one county to another county, a new or modified court order would appoint the new county welfare department as the responsible authority for placement and care over the child. The new county welfare department would have care, custody and control of the child and become the new custodial party. Therefore, foster care cases are not considered to have the same case construct and are not eligible for duplicate case transfer.

EMANCIPATED CHILD(REN) OR CHILD(REN)'S LOCATION UNKNOWN POLICY

If a case for an obligee is transferred to another LCSA, and there are arrears owed to the county for the child(ren) who is emancipated or whose location is unknown, that child(ren)'s arrears would also be transferred. The new county would be the managing or primary LCSA and enforce the arrears.

Example 3:

Case construct in County A: Obligor (dad), Obligee (mom), Child 1, Child 2

Case construct in County B: Obligor (dad), Obligee (mom), Child 1, Child 2
(Arrears for Child 1 who is now emancipated)

The Obligee moves from County A to County B with Child 2. Child 1 is emancipated and does not reside with Obligee. Even though emancipated Child 1 never resides in County B; this would be considered a duplicate case and should be transferred. The arrears owed to the Obligee for Child 1 would move with the Obligee to County B and the managing or primary county for both children would be County B.

FINANCIAL MANAGEMENT RESPONSIBILITY POLICY:

Financial management consists of collecting, monitoring and distributing current child support and arrears for the case.

ACCOUNTING RECORDS

The sending LCSA's duplicate case transfer package shall include the completed pages 4 and 5, (*Duplicate Case Transfer Accounting*) of the DCSS 0419 (08/17/05), *Duplicate Case Transfer Notification*; and any supporting financial documentation that the sending LCSA has available at the time of transfer. The LCSA should not send less than the minimum requirements specified below but may send more information. **The receiving LCSA shall not refuse the transfer as long as the minimum requirements for accounting records have been met.** The receiving LCSA shall verify the accounting of arrears, including interest, when appropriate.

When a case is transferred, the arrears are also transferred to the receiving LCSA. The sending LCSA must provide to the receiving LCSA the following financial information including, but not limited to:

- The amount of arrears and the amount of interest owed by specific account type;
- A month-through-month outline of the accrual time periods for the totals provided (e.g., January 1, 2003 through June 30, 2003 = \$3,000); and
- An indication of the existence (or non-existence) of an Unreimbursed Assistance Pool (UAP).

Each county is responsible for maintaining an accounting record of its own UAP. The sending LCSA may provide a UAP balance with the initiation of the transfer process, but the figure is not required at the time of transfer. A verified UAP balance shall be provided by the sending LCSA to the receiving LCSA within 90 calendar days from the date of case closure. When the county welfare department fails to provide the UAP information within this time frame, the sending county shall calculate the UAP based on the verified information that is available and shall submit an updated UAP amount to the receiving county.

The sending LCSA is required to certify the accounting records at the time of transfer, but is not required to perform an audit at the time of transfer. The receiving LCSA is not required to audit the sending LCSA's account records.

If the receiving LCSA is required to provide an audit to the court commissioner, e.g., for registration of an order or an action regarding arrears balances, the sending LCSA is required to submit the audit within 20 business days of the request to the receiving LCSA. If necessary, the receiving LCSA's DCT Coordinator may subpoena the DCT Coordinator from the sending LCSA to respond to the action.

The sending LCSA shall use the DCSS 0419 (08/17/05), *DCT Notification* to transmit accounting records with the transfer. This form includes a month-through-month obligation charged per child to assist in identifying any double billing that may have occurred.

The sending LCSA shall calculate all interest prior to completing this form. When interest is not calculated, the sending LCSA's DCT Coordinator shall send a cover letter to the receiving LCSA's DCT Coordinator explaining why interest cannot be calculated. For example, accounts may be on hold, pending research of payments, to avoid disbursing an overpayment; or in the case of an order from another State, an interest calculation or re-calculation may be necessary.

COLLECTION AND DISTRIBUTION

During V1/I1, LCSAs will transition onto SWS and the SDU in different timeframes. Whether an LCSA has transitioned to SWS/SDU will impact payment processing between transitioned and non transitioned LCSAs. This section will define the way LCSAs will forward collections to another LCSA and process collections received until the DCT process is complete.

LCSAs shall use the following guidelines for processing payments:

- 1) Upon receipt of the DCSS 0514 (08/17/05), *DCT Acknowledgment*, the sending LCSA shall transmit, any additional collections received, to the receiving LCSA whether or not the receiving LCSA has transitioned onto the SDU.
- 2) The sending LCSA shall maintain responsibility for sending the billing statement until the DCT process is complete.
- 3) If the sending LCSA has not transitioned onto the SDU, the LCSA shall process the collection as follows:
 - A) Set up forwarding account(s) to the receiving LCSA once the DCSS 0514 (08/17/05), *DCT Acknowledgment* has been received acknowledging that the transfer will be accepted.

- B) Send a check to the receiving LCSA with a letter of explanation. Upon request from the receiving LCSA, provide a photocopy of the original negotiable instrument. Provide remittance information as follows:
 - 1) Name of Noncustodial Parent and Custodial Party;
 - 2) The receiving LCSA's case number, Payee number or Jurisdiction account number;
 - 3) Check amount;
 - 4) Receipt Date; and
 - 5) Payment Source (e.g., payment source: income withholding order).

- 4) If the sending LCSA has transitioned onto the SDU, the LCSA shall process the collection as follows:
 - A) Set up forwarding account(s) to the receiving LCSA once the DCSS 0514 (08/17/05), *DCT Acknowledgment* has been received by the sending LCSA.
 - B) Issue a disbursement instruction to forward the collection to the receiving LCSA. The disbursement instruction should provide information as follows:
 - 1) Name of recipient and recipient ID number;
 - 2) Payee number or Jurisdiction account number;
 - 3) Check amount;
 - 4) Receipt Date; and
 - 5) Payment Source (e.g., payment source: income withholding order).

- 5) The receiving LCSA shall send the DCSS 0514, New DCT Acknowledgment Form (08/17/05), to the sending LCSA acknowledging receipt and acceptance of the transfer. The receiving LCSA shall then set up a Voluntary Payment Account (VPA) to process any monies received by the sending LCSA or SDU. The VPA shall be set up before the registration of the court order. The VPA will process collections pending completion of the DCT process.

Setting of a VPA allows for child support collections of current monthly support to be paid and when applicable the disbursement of a disregard payment to a custodial party in a timely manner. Enforcement actions shall not be initiated with this account.

- A) The receiving LCSA will treat the collection as a voluntary payment.
- B) The receiving LCSA will suspend any enforcement actions and suppress billing statements associated with VPA.
- C) Information regarding the court order obligation can be obtained from SWS.

- D) The receiving LCSA should use the court order from the sending LCSA to set up the VPA. This ensures that the accounts match the current court order obligation.
- 6) In V1/I1, the receiving LCSA shall be responsible for the collection of all arrears that have been transferred to that LCSA. The sending LCSA shall maintain responsibility for the UAP accrued in that county. It is the responsibility of the receiving LCSA to coordinate the forwarding of monies to the sending LCSA for UAP recoupment. Forwarding of monies should be done when there is no UAP balance in the receiving county or the UAP has been fully recouped in the receiving county.

Once arrears collected satisfies the receiving LCSA's UAP balance and assigned arrears still exist, the receiving LCSA shall immediately forward monies to the sending LCSA's UAP balances. Written notification should be sent with the monies so the sending LCSA can properly apply the collection to the UAP.

- A) If the receiving LCSA has transitioned onto the SDU, issue a disbursement instruction to send a check to the sending LCSA. The disbursement instruction should provide information as follows:
- 1) Name of recipient and recipient ID number;
 - 2) Payee number or Jurisdiction account number;
 - 3) Check amount;
 - 4) Receipt Date; and
 - 5) Payment Source (e.g., payment source: income withholding order).
- B) If the receiving LCSA has not transitioned onto the SDU, process the collection using the LCSA's current process for disbursement.
- 7) If both LCSAs have transitioned onto the SDU, a disbursement instruction shall be issued by the receiving LCSA to apply collections to the UAP balances of the sending LCSA.
- 8) For reporting purposes, when duplicate case collections are received and forwarded, LCSAs shall comply with the requirements specified in CSS Letter No. 03-25, CS 34/35 Reporting Instructions and Disbursement Policies, (December 10, 2003).

RECOUPMENT OF COUNTY SHARE

LCSAs that have transitioned to the SDU will no longer collect the federal, state or county share of assistance collections. DCSS Accounting will distribute the county share as reported and approved on the monthly CS 35. The payment will be made to the county Treasurer's Office within approximately 30 days after receiving the approved CS 35.

UNREIMBURSED ASSISTANCE POOL (UAP) BALANCE VERIFICATION

The sending LCSA will indicate if an UAP balance exists by checking the “yes” or “no” box on page 4 of the DCSS 0419 (08/17/05), *DCT Notification*; and specify the amount and date, if known. The sending LCSA shall affirm that the receiving LCSA assumes primary responsibility for the case as of the date specified.

As previously noted, a UAP balance is not required at time of transfer. If it is provided, the sending LCSA will include a statement indicating whether or not the UAP balance has been verified. The UAP balance is not required to be verified prior to case closure, but a verified UAP balance should be sent within 90 calendar days from the date of case closure. The verified UAP balance must be kept as a permanent part of the sending LCSA’s case record.

When indicating the UAP balance, the sending LCSA should ensure that all recouped amounts (Title IV-D or Title IV-A collections reduced by state optional payments) are subtracted from the cumulative UAP. Refer to the Manual of Policies and Procedures Section 12-405(u)(3) for more information.

RESPONSIBILITIES OF THE SENDING LCSA

The sending LCSA’s DCT Coordinator shall review all outgoing duplicate case transfer packages for appropriateness, completeness, and accuracy. The sending LCSA DCT Coordinator shall communicate, cooperate, and coordinate with the receiving LCSA DCT Coordinator during case transfer and transition of case and financial management responsibilities so that enforcement actions on the case are not interrupted.

When an outgoing duplicate case transfer package is complete, the DCT Coordinator shall send the completed package to the receiving LCSA as outlined below:

- 1) When the sending LCSA receives an Action Transaction or identifies *intracounty* duplicates (two or more cases in the county with the same obligee, obligor, and child(ren)) of a case to be transferred, the sending LCSA shall combine the *intracounty* duplicate cases and consolidate multiple orders, or otherwise eliminate the *intracounty* duplicate cases, prior to submission of the duplicate case transfer package to the receiving LCSA, in accordance with Family Code (FC) Section 5600 et. seq.
- 2) The sending LCSA’s DCT Coordinator shall transmit a completed duplicate case transfer package to the DCT Coordinator in the receiving LCSA within:
 - A) 10 business days when legal action is not pending.
 - B) 10 business days after the conclusion of legal action, and receipt of the documentation related to the legal action necessary to forward to the receiving LCSA.

- 3) The sending LCSA's DCT Coordinator shall ensure all necessary information is provided to the receiving LCSA within 5 business days, unless otherwise specified by the receiving LCSA, when the receiving LCSA notifies the sending LCSA that the duplicate case transfer package is incomplete.
- 4) The sending LCSA's DCT Coordinator shall provide declarations or testimony in any legal proceeding, if necessary, when UAP, interest or other issues arising from a child support matter in a transferred case must be addressed by a motion, or order to show cause to appear in court. Each LCSA shall be responsible for its actions or inactions.
- 5) While the transfer is pending, the sending LCSA shall forward any new information regarding the case, not initially provided, to the receiving LCSA within 5 business days of receiving the new information.
- 6) The sending LCSA shall maintain an original case record, in accordance with the record retention requirements specified in CCR, Title 22, Division 13, Section 111450.
- 7) The sending LCSA shall complete a substitution of payee for real property liens.
 - A) The sending LCSA shall complete and file a notice regarding payment of support and specify that payments for current support and arrearages shall be paid to the receiving LCSA.
 - B) The substitution of payee shall be completed and filed with the appropriate county recorder's office within 5 business days of closing the case as specified in (9), below.
- 8) The sending LCSA shall include the Termination of Order/Notice to Withhold Income (ONTW) for Child Support (OMB 0970-0154) for the obligor's employer. To avoid any interruption in payments, the receiving LCSA will hold the sending LCSA's termination of the ONTW until they are ready to process the new income withholding which will direct payments to the receiving LCSA.

When the sending LCSA receives a collection from the obligor's employer prior to the completion of the DCT process, the sending LCSA shall notify the receiving LCSA and forward the collection immediately.

- 9) The sending LCSA shall close the case on the integrated database (IDB) and transfer the case as specified in CSSIN Letter No. 02-07, Integrated Database Case Transfer Process From LCSA to LCSA, (April 5, 2002) within 30 business days of receipt of the DCSS 0514 (08/17/05), *DCT Acknowledgment* to indicate the duplicate case transfer has been completed.

- 10) The sending LCSA shall only close the case upon notification by the receiving LCSA DCT Coordinator or upon receipt of the DCSS 0514 (08/17/05), *DCT Acknowledgment* from the receiving LCSA DCT Coordinator acknowledging the duplicate case transfer is complete.

RESPONSIBILITIES OF THE RECEIVING LCSA

The receiving LCSA's DCT Coordinator shall review all incoming duplicate case transfer packages for appropriateness, completeness, and accuracy. The receiving LCSA DCT Coordinator shall communicate, cooperate, and coordinate with the sending LCSA DCT Coordinator during case transfer and transition of case and financial responsibilities so that enforcement actions on the case are not interrupted.

When an incoming duplicate case transfer package is incomplete, within 5 business days of receiving the package, the receiving LCSA's DCT Coordinator shall contact the sending LCSA's DCT Coordinator and follow the procedures outlined below:

- 1) When the information received regarding a duplicate case is incomplete, the receiving LCSA DCT Coordinator shall use the DCSS 0420 (08/17/05), *DCT Information Request* to request information necessary to complete the transfer.
 - A) The requested information shall be provided to the receiving LCSA within 5 business days of the sending LCSA's receipt of the DCSS 0420 (08/17/05), *DCT Information Request*.
 - B) If the receiving LCSA's DCT Coordinator has not received the requested information from the sending LCSA within 5 business days, the receiving LCSA DCT Coordinator shall contact the sending LCSA DCT Coordinator no later than 5 business days after the due date to determine the new deadline by which the sending LCSA will provide the requested information. **The LCSA Directors in the affected counties shall resolve disputes arising from failure to provide the requested information in a timely manner.**
- 2) When a duplicate case transfer package has been received, within 5 business days, the receiving LCSA's DCT Coordinator shall send the DCSS 0514 (08/17/05), *DCT Acknowledgment* to the sending LCSA indicating that the transfer package has been received and/or is currently being processed. The LCSA may also use the comment section of this form to note any additional case transactions.
- 3) The receiving LCSA shall register the order pursuant to FC Section 5600 et. seq.
- 4) When the court order has been registered in the receiving LCSA, the receiving LCSA shall serve the obligor's employer with the Notice to Employer Regarding Order/Notice to Withhold Income for Child Support (6/02).

This notification will also include the sending LCSA's Termination of Order/Notice to Withhold Income for Child Support (OMB 0970-0154) and the receiving LCSA's new Order/Notice to Withhold Income for Child Support Income (OMB 0970-0154).

- 5) The receiving LCSA shall add the obligor's case to the IDB, as specified in CSSIN Letter No. 02-07 (April 5, 2002).
- 6) The receiving LCSA shall complete the duplicate case transfer within 60 business days of sending the DCSS 0514 (08/17/05), *DCT Acknowledgment*.

The receiving LCSA's DCT Coordinator shall also send the CS 2892 (03/02), CS 2894 (03/02), *Notices of Case Transfer Completion* to the obligor and obligee; and the DCSS 0514 (08/17/05), *DCT Acknowledgment*, within 5 business days of completing the duplicate case transfer.

DUPLICATE CASE TRANSFER COORDINATOR RESPONSIBILITIES

The designated (Duplicate Case Transfer) DCT Coordinator shall be the single point of contact for coordinating all case transfer activities and communication between LCSAs. In response to specific inquiries and requests for information, if necessary, the DCT Coordinator shall consult with internal program and fiscal staff. **The Title IV-D Directors of the affected LCSAs should resolve duplicate case transfer disputes that cannot be resolved by the DCT Coordinators. If issues cannot be resolved through this process, they may be referred to the assigned DCSS Regional Administrator for assistance.**

REVIEW FOR CASE CLOSURE CRITERIA PRIOR TO DUPLICATE CASE TRANSFER

Prior to transferring a duplicate case, the DCT Coordinator shall review the case to see if it meets case closure criteria pursuant to Title 22 of the California Code of Regulations commencing with Section 118203. If it meets closure criteria, the case shall be closed rather than transferred. The closure process shall begin immediately.

The potential sending LCSA will forward a notice regarding the closure determination and criteria used for closure to the potential receiving LCSA. The LCSA may use the DCSS 00418 (08/17/05), *DCT Initiation* to transmit this notification.

METHODOLOGY TO ELIMINATE DUPLICATE CASES

In an effort to continue to eliminate duplicate cases prior to V1 I2 conversion, LCSAs are required to clear all new duplicate cases identified each month. In addition, each month LCSAs are required to eliminate at least 20 percent of their existing duplicate case backlog identified through the SCR Load.

The priority for eliminating all duplicate cases will be as follows:

- Non Public Assistance Current Support Cases;
- Public Assistance Current Support Cases;
- Arrears Only Cases; and
- Medically Needy Only Cases.

COMPLIANCE REVIEWS

The Child Support Directors Association recommended strengthening the compliance component of DCT in an effort to eliminate duplicate cases as quickly as possible and to ensure that all LCSAs comply. Therefore, to ensure compliance with the duplicate case transfer policy, it will be addressed as follows in the next annual (Q405) compliance review:

1. In the Program Administration Section, the (Duplicate) Case Transfer component will be considered a “compliance” issue, rather than “administrative”; that is, failure of the LCSA to meet the requirements and certify compliance will affect the overall compliance findings and will require a formal corrective action plan.
2. In the Case Review Section, questions regarding the duplicate case transfer process will be added applying to any sample cases that were or should have been involved in a duplicate case transfer during the review period.

Details of the compliance review process, as they apply to duplicate case transfers, will be included in the annual compliance review guide and in training provided to LCSA compliance review staff prior to the review.

DCT COORDINATORS LIST

The Department originally compiled and released LCSA letter 02-34, LCSA Case Transfer Coordinators dated October 15, 2002. Attached is the most recent DCT Coordinators List by LCSA. The Department will maintain the listing and will send an email to all DCT Coordinators when a contact changes. To submit DCT Coordinator changes, please send the updated information to the policy.branch@dcss.ca.gov.

V1/I2 AND V2

The Department will release a separate letter in the near future which provides instructions for handling duplicate cases upon implementation of CCSAS V1/I2 and V2.

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October 21, 2005

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If you have questions or concerns regarding financial accounting policies, please contact Trish Salveson, Manager of the Financial Management Policy Unit, at (916) 464-5055. If you have questions or concerns regarding case management policies, please contact Jon Cordova, Manager of the Case Initiation Policy Unit, at (916) 464-5055. If you have any questions regarding policy on a different subject matter, please e-mail your question(s) to the policy.branch@dcss.ca.gov.

Sincerely,

/s/SANDRA O. POOLE

SANDRA O. POOLE
Deputy Director
Child Support Services Division

Attachments

APPENDIX

DEFINITIONS:

“ARS” means the ACSES Replacement System. Also known as ACES, the Automated Child Support Enforcement System.

“CASES” means the Computer Assisted Support Enforcement System.

“Case closure” as defined in the California Code of Regulations, Title 22, Section 118020, means that Title IV-D services will no longer be provided. Case closure shall not affect a child support order or arrearages that have accrued under the order.

“Case member” as defined in the Child Support Program Glossary, means a participant in a child support case; a member can participate in more than one case and in different capacities.

“CSENet” or Child Support Enforcement Network, as defined in the Child Support Program Glossary means the State-to-state telecommunications network, which transfers detailed information between States' automated child support enforcement systems.

“Custodial party” as defined in the California Code of Regulations, Title 22, Section 110182, means the person having primary care, custody, and control of the child(ren) and who is/are receiving or has applied to receive services under Title IV-D of the federal Social Security Act (commencing with Section 651 of Title 42 of the United States Code).

“Duplicate Case” is defined as the same case construct in multiple counties supported by a court order or an action to establish an order.

“Duplicate Case Transfer Coordinator” refers to the individual in each LCSA designated as the single point of contact for duplicate case transfers.

“Duplicate Case Transfer Package” refers to the appropriate documents and information completed by the sending LCSA to initiate a duplicate case transfer to the receiving LCSA.

"Federal Case Registry" as defined in California Code of Regulations, Title 22, Section 110284, means a national database of information on individuals in all Title IV-D cases, and on all non-Title IV-D orders entered or modified on or after October 1, 1998. The Federal Case Registry is part of the expanded Federal Parent Locator Service, which is maintained by the federal Office of Child Support Enforcement.

APPENDIX (cont'd)

DEFINITIONS:

"IV-D case" is defined as a parent (mother, father, or putative father) who is now or eventually may be obligated under law for support of a child or children receiving services under the title IV-D program. If both parents are absent and not together in an intact marriage, and liable or potentially liable for support of a child or children receiving services under the IV-D program, each parent is considered a separate IV-D case.

"Identifying LCSA" refers to the LCSA who initially identifies a duplicate case and initiates the transfer process.

"Intracounty duplicate case" means there are two or more cases in the county with the same obligee, obligor, and child(ren).

"Managing or Primary County" means the LCSA responsible for managing the duplicate case.

"Noncustodial parent" as defined in the California Code of Regulations, Title 22, Section 110456, means the parent of the child(ren) that may be or is obligated to pay child support.

"Obligee" as defined in the California Code of Regulations, Title 22, Section 110473, means an individual, agency, or entity to whom a duty of support is owed.

"Obligor" as defined in the California Code of Regulations, Title 22, Section 110474, means an individual, or the estate of a decedent, who owes a duty of support.

"Receiving LCSA" refers to the LCSA that is receiving the transferred case and is assuming managing or primary responsibility for the case from the sending LCSA.

"Recipient" as defined in the Child Support Program Glossary, means a person or organization that receives support funds and/or Temporary Assistance to Needy Families (TANF) payments.

"Replying LCSA" refers to the LCSA responding to the DCSS 0418 (08/17/05), *DCT Initiation*, received from the LCSA identifying and initiating the duplicate case transfer.

APPENDIX (cont'd)

DEFINITIONS:

“Sending LCSA” refers to the LCSA that is transferring the case, and managing or primary responsibility for the case, to the receiving LCSA.

“State Case Registry” as defined in the Child Support Program Glossary, means a database maintained by each State that contains information on all individuals in all IV-D cases and all non IV-D orders established or modified after October 1, 1998. Among the data included in the SCR is the State's numerical FIPS code, the State's identification number (which must be unique to the case), the case type (IV-D vs. Non IV-D); locate information on persons listed in the case, in addition to other information.

“SWS,” Statewide Services, refers to a Version 1 CCSAS component that meets federal requirements for a State Case Registry (SCR), and provides centralized locate services, interfaces with federal agencies, and federal reporting capabilities.

“Unreimbursed Assistance Pool” as defined in the Child Support Program Glossary, means the cumulative amount of public assistance paid to a family receiving public assistance under the CalWORKs, Foster Care, or KinGAP programs which has not been repaid by the recoupment of collections for assigned current support or arrearages.

DUPLICATE CASE TRANSFER INITIATION, Page 1

DCSS 0418 (08/17/05)

INSTRUCTIONS:

This form, (DCSS 0418) is to be used by the designated Duplicate Case Transfer (DCT) Coordinator to initiate a duplicate case transfer.

DATE

SECTION I: IDENTIFYING LCSA TO COMPLETE THIS SECTION

COUNTY NAME	LCSA DUPLICATE CASE COORDINATOR
ADDRESS	NONCUSTODIAL PARENT (NCP) NAME
CITY, STATE, ZIP CODE	CUSTODIAL PARTY (CP) NAME
E-MAIL ADDRESS	CHILD(REN)
TELEPHONE NUMBER, INCLUDING AREA CODE	

Please complete all requested information in this section using the most current information available.

- Our county has identified the duplicate case below and recommends that it be transferred to our county.
- Our county has identified the duplicate case below and recommends that it be transferred to your county.

LCSA CASE NUMBER		COUNTY			CASE OPEN DATE		
SOCIAL SECURITY NUMBER	FULL NAME	ROLE	RELATIONSHIP	CHILD SUPPORT YES OR NO	ARREARS YES OR NO	AID TYPE *	ON / OFF AID DATES

* AID TYPES **CW = CalWORKs** **NCW = Non-CalWORKs** **FC = Foster Care** **MNO = Medically Needy Only**

PROVIDE MOST RECENT COURT ORDER INFORMATION. (Additional court orders should be included in the comments section.)

COURT / ORDER / DOCKET NUMBER	FILING COUNTY	FILE DATE	AMOUNT
-------------------------------	---------------	-----------	--------

COMMENTS:

DUPLICATE CASE TRANSFER INITIATION, Page 2 (Reply)

DCSS 0418 (08/17/05)

DATE

SECTION II: REPLYING LCSA TO COMPLETE THIS SECTION

COUNTY NAME	LCSA DUPLICATE CASE COORDINATOR
ADDRESS	NONCUSTODIAL PARENT (NCP) NAME
CITY, STATE, ZIP CODE	CUSTODIAL PARTY (CP) NAME
E-MAIL ADDRESS	CHILD(REN)
TELEPHONE NUMBER, INCLUDING AREA CODE	

Please complete all requested information in this section using the most current information available.

- Our county agrees that the duplicate case identified in SECTION I of this form should be transferred to your county. The transfer will be forthcoming.
- Our county agrees that the duplicate case identified in SECTION I of this form should be transferred from your county to ours. We agree to accept the case transfer.
- This is not a duplicate because of one of the following reasons: case construct does not match; our case is closed or will be closed on (date) _____; or because _____

LCSA CASE NUMBER	COUNTY	CASE OPEN DATE
------------------	--------	----------------

SOCIAL SECURITY NUMBER	FULL NAME	ROLE	RELATIONSHIP	CHILD SUPPORT YES OR NO	ARREARS YES OR NO	AID TYPE *	ON / OFF AID DATES

* AID TYPES **CW = CaWORKs** **NCW = Non-CaWORKs** **FC = Foster Care** **MNO = Medically Needy Only**

PROVIDE MOST RECENT COURT ORDER INFORMATION. (Additional court orders should be included in the comments section.)

COURT / ORDER / DOCKET NUMBER	FILING COUNTY	FILE DATE	AMOUNT
-------------------------------	---------------	-----------	--------

COMMENTS:

DUPLICATE CASE TRANSFER NOTIFICATION

DCSS 0419 (08/17/05)

DO NOT ATTACH SCREEN PRINTS

Instructions: Page 1 of this notification is the Duplicate Case Transfer Checklist. This checklist is used to transmit pertinent case information when a custodial party has changed his or her county of residence within the state and case management responsibility transfers to the receiving county.

This form shall be attached to the Duplicate Case Transfer Notification page 2 through 5 of this form.

When transferring a case, include all documents that are available and applicable to the case. Place an "X" by each document that is attached, and each item that applies to the case.

I. NONCUSTODIAL PARENT INFORMATION

DATE LOCATE LAST INITIATED:

- MEDICAL INSURANCE INFORMATION
- WORKER'S COMPENSATION RECORDS
- REAL PROPERTY/LIEN INFORMATION
- SLMS REVOCATION
- FAMILY VIOLENCE INDICATOR
- PHOTOS
- OTHER:

II. CUSTODIAL PARTY INFORMATION

- IV-D APPLICATION
- OTHER:
- FAMILY VIOLENCE INDICATOR

III. MISCELLANEOUS

- COPIES OF ALL COURT ORDERS
- OTHER:
- DECLARATION OF PATERNITY FILED IN PATERNITY OPPORTUNITY PROGRAM DATABASE

IV. FINANCIAL INFORMATION

- DUPLICATE CASE TRANSFER ACCOUNTING

DUPLICATE CASE TRANSFER NOTIFICATION

See Instructions on Reverse

DO NOT ATTACH SCREEN PRINTS

DCSS 0419 (08/17/05)

I. ADDRESS INFORMATION: TO:		FROM:	

DATE SENT	RECEIVING COUNTY IV-D CASE #	SENDING COUNTY IV-D CASE #	CONTACT PERSON
OTHER		TELEPHONE NO. () -	E-MAIL ADDRESS

II. CASE TYPE:
 TANF
 FOSTER CARE
 CURRENT ASSISTANCE
 NEVER ASSISTANCE
 FORMER ASSISTANCE
 RESPONDING UIFSA
 INITIATING UIFSA
 MEDICAL ONLY
 OTHER:

INITIATING STATE	RESPONDING STATE
------------------	------------------

CONTACT PERSON	TELEPHONE NO. () -	CONTACT PERSON	TELEPHONE NO. () -
----------------	---------------------	----------------	---------------------

III. CASE STATUS: *(Check all appropriate items)*
 CURRENT
 NEEDS PATERNITY ESTABLISHED
 ARREARS ONLY
 NEEDS ORDER ESTABLISHED
 MEDICAL ONLY

IV. NCP INFORMATION: NAME	LAST	FIRST	MIDDLE	AKA
---------------------------	------	-------	--------	-----

LAST KNOWN CURRENT ADDRESS	DATE CURRENT
----------------------------	--------------

DOB	POB (CITY) (STATE)	DL NO.	(STATE)
-----	--------------------	--------	---------

CII NO. (STATE)	TELEPHONE NO. () -
-----------------	---------------------

SSN(S) / /

EMPLOYER	DATE CURRENT	EMPLOYER TELEPHONE NO. () -
----------	--------------	------------------------------

EMPLOYER ADDRESS

V. CP INFORMATION: NAME	LAST	FIRST	MIDDLE	DOB	SSN
-------------------------	------	-------	--------	-----	-----

LAST KNOWN CURRENT ADDRESS

TELEPHONE NUMBER () -	CHILD(REN) MOTHER'S NAME	CHILD(REN) FATHER'S NAME
------------------------	--------------------------	--------------------------

VI. CHILD(REN)	DOB	SSN	AID PERIOD (TO - FROM)
			-
			-
			-
			-
			-
			-
			-
			-
			-
			-

OTHER RELATED CASE(S) AND CASE NUMBER(S):

VII. SPECIAL CIRCUMSTANCES/OTHER INFORMATION

IF CP NOT PARENT, SPECIFY OTHER PARENT

DUPLICATE CASE TRANSFER NOTIFICATION

DCSS 0419 (08/17/05)

**DUPLICATE CASE TRANSFER NOTIFICATION
INSTRUCTIONS**

The DCSS 0419, Duplicate Case Transfer Notification, is used to notify the receiving county of a pending change in case management responsibility when a custodial party has changed his or her county of residence within the state. It is essential that all pertinent information and documentation be forwarded along with page 1 of this form, "Duplicate Case Transfer Checklist."

Section I. Address Information

- The sending or receiving county completes all applicable information requested in this section.
- The contact person is the sending or receiving LCSEA Duplicate Case Transfer Coordinator, include his/her direct telephone number.

Section II. Case Type

- The sending or receiving county completes all applicable requested information in this section.
- Check the box for each applicable category.
- If a case type is not listed, check "Other" box and specify the type of case in the space provided.
- If case type is either responding or initiating UIFSA complete additional information requested.

Section III. Case Status

- Check the applicable box(es).

Section IV. Noncustodial Parent Information

- Complete any requested information using the most current information available.
- If more than one noncustodial parent, enter information regarding the second noncustodial parent under "Other Information" in Section VII.

Section V. Custodial Party Information

- Complete all requested information using the most current information available.

Section VI. Child(ren)

- Complete all requested information for each child receiving services or for whom a request for services has been made.

Section VII. Special Circumstances/Other Information

- Use as necessary to clarify or add any information.

ABBREVIATION SUMMARY

AKA	-	Also Known As
CII	-	Criminal Identification Information
CP	-	Custodial Party
DL	-	Drivers License
DOB	-	Date of Birth
FTB	-	Franchise Tax Board
IRS	-	Internal Revenue Service
NCP	-	Noncustodial Parent
POB	-	Place of Birth
SSN	-	Social Security Number
TANF	-	Temporary Assistance for Needy Families
UIB	-	Unemployment Insurance Benefits

DUPLICATE CASE TRANSFER NOTIFICATION

DCSS 0419 (08/17/05)

DUPLICATE CASE TRANSFER ACCOUNTING

I. UNREIMBURSED ASSISTANCE POOL (UAP) EXISTS: [] Yes [] No
UAP Balance, if known: \$ _____ as of: _____ Date
UAP Verified: [] Yes [] No

II. PAYMENT HISTORY ATTACHED: [] Yes [] No

III. ACCOUNTING OVERVIEW:

Total Balance as of: _____ Date

Total Interest Balance: \$ _____

Total Arrears Balance: \$ _____

Total Obligation Balance: \$ _____

Table with 4 columns: Account Detail, Interest, Arrears, Total. Rows include Never, Permanent, Conditional, Temporary, Unassigned Pre-Assistance, Unassigned During Assistance, and Total.

IV. OBLIGATION ACCRUAL ACCOUNTING SUMMARY:

(Month-through-Month)

Table with 4 columns: Obligation Type, From Date, Through Date, Amount. Rows include Never, Permanent, and Total.

Note: If there are multiple obligation accrual dates for Never Assigned or Permanently Assigned time periods, page 5 of this form must be completed.

Page 5 attached: [] Yes [] No

I certify that I am an employee for the Department of Child Support Services in the County of _____ and I attest that the balances indicated above are the balances that are reflected in the automated child support system as of the dates provided.

DCT Coordinator's Typed or Printed Name DCT Coordinator's Signature Date

DUPLICATE CASE TRANSFER NOTIFICATION

DCSS 0419 (08/17/05)

DUPLICATE CASE TRANSFER ACCOUNTING

V. DETAIL OF OBLIGATION ACCRUAL TIME PERIODS

* CS = Current Child Support
 SS = Spousal Support
 FS = Family Support
 MS = Medical Support

A. Never Assigned Obligation Accrual Time Periods:

Monthly Support Obligation	Type* (CS/SS/FS/MS)	Minor Child(ren) Name(s)	County	Obligation Accrual Dates			
				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	

B. Permanently Assigned Obligation Accrual Time Periods:

Monthly Support Obligation	Type* (CS/SS/FS/MS)	Minor Child(ren) Name(s)	County	Obligation Accrual Dates			
				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	

C. Unknown, Unaccounted for or Unaccrued Time Periods:

Monthly Support Obligation	Type* (CS/SS/FS/MS)	Minor Child(ren) Name(s)	County (List County Name or Unknown)	Obligation Accrual Dates			
				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	
\$				From:		To:	

[LCSA_NAME]

[LCSA_CASE_NUMBER]

Prepared By:

Preparer's Typed or Printed Name

Preparer's Signature

Date

DUPLICATE CASE TRANSFER INFORMATION REQUEST

DCSS 0420 (08/17/05)

		DATE
COUNTY NAME	OUR CASE NUMBER	
<input type="checkbox"/> RECEIVING	YOUR CASE NUMBER	
ADDRESS	NONCUSTODIAL PARENT (NCP) NAME	
CITY, STATE, ZIP CODE	CUSTODIAL PARTY (CP) NAME	
E-MAIL ADDRESS	CHILD(REN)	
TELEPHONE NUMBER, INCLUDING AREA CODE		

We are requesting additional information regarding your duplicate case transfer to our county due to one or more of the following:

- Need Order
- Double billing for the period _____ to _____
- Need month-through-month statement
- Provide detail/time period for lump sum reflected in your "Duplicate Case Transfer Accounting"
- Duplicate Case Transfer "Accounting Overview" does not match month-through-month "Obligation Accrual Accounting Summary"
- Other

COMMENTS:

DUPLICATE CASE TRANSFER ACKNOWLEDGEMENT

DCSS 0514 (08/17/05)

DATE

COUNTY NAME	OUR CASE NUMBER
<input type="checkbox"/> RECEIVING	YOUR CASE NUMBER
ADDRESS	NONCUSTODIAL PARENT (NCP) NAME
CITY, STATE, ZIP CODE	CUSTODIAL PARTY (CP) NAME
E-MAIL ADDRESS	CHILD(REN)
TELEPHONE NUMBER, INCLUDING AREA CODE	

This is to acknowledge receipt of the case number referenced above.

- We have received the case referenced above. We are currently processing the transfer to our county.
- We have completed the transfer of the case referenced above to our county. No additional information is needed.

COMMENTS:

If you have any questions, please contact our office.

NON CUSTODIAL PARTY'S (NCP) NAME:
LOCAL CHILD SUPPORT AGENCY (LCSA) CASE NUMBER:
NCP SOCIAL SECURITY NUMBER:

**NOTICE TO EMPLOYER REGARDING ORDER/NOTICE TO WITHHOLD INCOME
FOR CHILD SUPPORT**

- This "Order/Notice to Withhold Income for Child Support" replaces the order you are currently honoring for _____ County, Superior Court Number _____
- A "Termination of Order/Notice to Withhold Income for Child Support" for _____ County, Superior Court Number _____ is attached.
- Other:

-
1. Carefully read the "Additional Information to Employers and Other Withholders" on page 2.

If you have any questions, please contact this office at the above number.

Local Child Support Agency Case Worker Name :

Date:

LCSA Case No:

Noncustodial Parent:
Custodial Party:

**** NOTICE OF CASE TRANSFER****

We have received information that you now live in the County of
Because you no longer live in County, we are in the process of
transferring this case to the County Department of Child Support.

If you have any future inquiries regarding this case, you should contact the
Department of Child Support at

Phone number: () -

Local Child Support Agency

By:

Date:

LCSA Case No:

Noncustodial Parent:
Custodial Party:

**** NOTICE OF CASE TRANSFER ****

We have received information that _____ now lives in the
County of _____ . Because
no longer lives in _____ County, we are in the process of transferring
this case to the _____ County Department of Child Support.

If you have any future inquiries regarding this case, you should contact the
Department of Child Support at

Phone number: () -

Local Child Support Agency

By:

Date:

LCSA Case No:

Custodial Party:

**** NOTICE OF TRANSFER COMPLETION****

This letter is to inform you that the transfer of this case to this county has been completed. The original county has closed your case, and this county has reopened it. All future correspondence and payments should be sent to this office.

If you have any questions regarding this matter, please call () -
Please have the above LCSA case number ready. Thank you for your cooperation.

Local Child Support Agency

By:

Date:

Noncustodial Parent:
Custodial Party:
Our LCSA Case No:
Your LCSA Case No:
Sending County Court Order No.:

*** * NOTICE OF CASE TRANSFER* ***

This letter is to inform you that the transfer of this case to this county has been completed.

Our office served a wage assignment along with a termination of your wage assignment on

If you have any questions regarding this matter, please contact me.

Local Child Support Agency

By:

c*** Case Transfer Coordinators****a****Alameda**

2901 Peralta Oaks Court
Oakland, CA 94605-5300
Bus: (510) 639-3072
Other: Lili Rollins
Bus Fax: (510) 639-3021
E-mail: lrollins@co.alameda.ca.us

b**Butte**

P.O. Box 1108
Oroville, CA 95965-1108
Bus: (530) 538-7505
Other: LeAnn Gilchrist
Bus Fax: (530) 538-4311
E-mail: lgilchrist@buttecounty.net

c**Central Sierra-Alpine**

Central Sierra CSA
Alpine Co
75 a Diamond Valley Rd.
Markleeville, CA 96120
Bus: (530) 694-2235
Other: Jill Nelson
Bus Fax: (530) 694-2252
E-mail: jnelson@co.amador.ca.us

Central Sierra-Amador

PO Box 880
Jackson, CA 95642
Bus: (209) 223-6316
Other: Rita Ross
Bus Fax: (209) 223-6295
E-mail: Rross@co.amador.ca.us

Central Sierra-Calaveras

P.O. Box 1510
San Andreas, CA 95249-1510
Bus: (209) 754-6782
Other: Marlene Brawner
Bus Fax: (209) 754-6796
E-mail: brawnermarlene@hotmail.com

Colusa

547 Market Street
Colusa, CA 95932-2452
Bus: (530) 458-0563
Other: Katy Tanner
Bus Fax: (530) 458-0565
E-mail: tanner_katy@yahoo.com

Contra Costa

50 Douglas Drive, Ste 100
Martinez, CA 94553-8500
Bus: (925) 957-7357
Other: Bonnie Scott / A-K
Bus Fax: (925) 335-3612
E-mail: BScott@dcss.co.contra-costa.ca.us

Contra Costa

50 Douglas Drive, Ste 100
Martinez, CA 94553-8500
Bus: (925) 957-7368
Home: Sharon Henderson / L-Z
Bus Fax: (925) 335-3612
E-mail: SHenderson@dcss.co.contra-costa.ca.us

d**Del Norte**

PO Box 66
Crescent City, CA
95531-0066
Bus: (707) 464-7232 x270
Other: Nola Penna
Bus Fax: (707) 465-0126
E-mail: npenna@co.del-norte.ca.us

Del Norte

PO Box 66
Crescent City, CA
95531-0066
Bus: (707) 464-7232 x238
Other: Deana Davis
Bus Fax: (707) 465-0126
E-mail: dldavis@co.del-norte.ca.us

e**Eastern Sierra-Mono**

P.O. Box 5044
Mammoth Lakes, CA 93546
Bus: (760) 924-1726
Other: Julie Tiede
Bus Fax: (760) 924-1721
E-mail: monodcss@hotmail.com

El Dorado

P.O. Box 391
Placerville, CA 95667-0391
Bus: (530) 642-7374
Other: Kathy Fischer
Bus Fax: (530) 621-2022
E-mail: kfischer@co.el-dorado.ca.us

f**Fresno**

P.O. Box 12946
 Fresno, CA 93779-2946
 Bus: (559) 494-1822
 Other: Lisa Nilmeier
 Bus Fax: (559) 494-1909
 E-mail: lnilmeier@fresno.ca.gov

g**Glenn**

120 South Marshall Ave.
 Willows, CA 95988
 Bus: (530) 934-6527
 Other: Dawn Mayer (Incoming)
 Bus Fax: (530) 934-6603
 E-mail: mmurray@willows.net

Glenn

120 South Marshall Ave.
 Willows, CA 95988
 Bus: (530) 934-6527
 Other: Norma Chavez (Outgoing)
 Bus Fax: (530) 934-6603
 E-mail: mmurray@willows.net

h**Humboldt**

PO Box 128
 Eureka CA 95502-0128
 Bus: (707) 441-2055
 Other: Steve Carter
 Bus Fax: (707) 442-3288
 E-mail: steve.carter@co.humboldt.ca.us

i**Imperial**

2795 S. 4th St.
 El Centro, CA 92243
 Bus: (760) 482-2321
 Other: Andrea Silva
 Bus Fax: (760) 353-2586
 E-mail: andreasilva@imperialcounty.net

Inyo/ Eastern Sierra

P.O. Box 1147
 Bishop, CA 93515-1147
 Bus: (760) 873-3659
 Other: Cassie Bedell
 Bus Fax: (760) 873-3646
 E-mail: monodcss@hotmail.com

k**Kern**

1300 18th St.
 Bakersfield, CA 93301-4519
 Bus: (661) 868-2858
 Other: Carrie Peterson/Grate-Marin M
 Bus Fax: (661) 864-0157
 E-mail: cpeterso@co.kern.ca.us

Kern

1300 18th St.
 Bakersfield, CA 93301-4519
 Bus: (661) 868-2925
 Other: Lupe Arzaga/Chris. J-Gratd
 Bus Fax: (661) 864-0157
 E-mail: larzaga@co.kern.ca.us

Kern

1300 18th St.
 Bakersfield, CA 93301-4519
 Bus: (661) 868-6538
 Other: Cheyl Matthews/A-Chris. I
 Bus Fax: (661) 864-0157
 E-mail: cmathews@co.kern.ca.us

Kern

1300 18th St.
 Bakersfield, CA 93301-4519
 Bus: (661) 868-2887
 Other: Irene Ruberte/Marin L -Rogers
 Bus Fax: (661) 864-0157
 E-mail: iruberte@co.kern.ca.us

Kern

1300 18th St.
 Bakersfield, CA 93301-4519
 Bus: (661) 868-2859
 Other: Karen Jacobs/Rogers, M-Z
 Bus Fax: (661) 864-0157
 E-mail: kjacobs@co.kern.ca.us

Kings

PO Box 1289
 Hanford, CA 93232-1289
 Bus: (559) 582-3211 X4886
 Other: Toni Barnes
 Bus Fax: (559) 582-0277
 E-mail: TBarnes@co.kings.ca.us

l**Lake**

P.O. Box 1679
 Lakeport, CA 95453-1679
 Bus: (707) 262-4300 X212
 Other: Stephanie O'Donnell
 Bus Fax: (707) 263-3948
 E-mail: stephanieldcss@hotmail.com

I**Lassen**

PO Box 999
 Susanville, CA 96130
 Bus: (530) 257-2701
 Other: Kelley Stout
 Bus Fax: (530) 257-2056
 E-mail: kstout@co.lassen.ca.us

Los Angeles

PO Box 910902
 Los Angeles, CA 90051
 Bus: (323) 869-3209
 Other: Andrea Barnes
 Bus Fax: (323) 890-9743
 E-mail: LADCT@childsupport.co.la.ca.us

Los Angeles (Palmdale)

PO Box 910902
 Los Angeles, CA 90051
 Bus: (661) 223-5833
 Other: Pam Fluegeman
 Bus Fax: (661) 223-5857
 E-mail: Pam_FLUEGEMAN@childsupport.co.la.ca.us

m**Madera**

P.O. Box 1079
 Madera, CA 93639-1079
 Bus: (559) 675-7885
 Other: Alice Herndon
 Bus Fax: (559) 674-6593
 E-mail: a.herndon@csa20ca.org

Madera

P.O. Box 1079
 Madera, CA 93639-1079
 Bus: (559) 675-7885
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