

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



September 3, 2008

CSS LETTER: 08-08

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

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

SUBJECT: PROCESSING UNFILED ANSWER TO COMPLAINT

The purpose of this letter is to provide direction to local child support agencies (LCSAs) regarding the process for handling unfiled Answers to Complaints.

Business practices for processing original unfiled Answers to Complaints vary from county to county. Various alternatives for handling original unfiled Answers to Complaints and other mail LCSAs receive from non-custodial parents was examined by the Department with input from the Child Support Directors Association Policy and Regulations Committee and the Judicial Branch Stakeholders.

As a result of that collaboration and in the interest of improved customer service and statewide uniformity, effective immediately, should an LCSA receive original unfiled Answers to Complaints, the LCSA should send the unfiled answers on to the court for processing.

If you have any questions or concerns regarding this matter, please contact Cindi Pocoroba at (916) 464-5883.

Sincerely,

/os/

BILL OTTERBECK
Deputy Director