Update 2006-7: Common Place Handbook
Child Support Chapters and General Cleanup

Background
Due to the implementation of CalWIN in June of 2005, it is necessary to update the Common Place Handbook to reflect new terminologies and business processes. Completed chapters will be released on a flow basis.

The California Department of Child Support Services (CDSS) revised its processes for the collection and disbursement of child support payments effective September 1, 2006.

The Benefit Issuance (BI) chapters of the handbook are revised to clarify issues raised during the BI training sessions.

As of November 1, 2006, an additional subcategory is being added to the IDM system.

Changes
Chapters # 27, 29, 30, 31, 32, 33, 34, 36, 37, 38, 39, 40, 45, 50 and 55 are updated

General Changes
The following general changes are made to the chapters:

- Removed all information regarding the CDS system and replaced it with CalWIN information,

- Revised instructions to document information/verifications/changes from on the “Contact-Action Summary “(SC 163) to on the CalWIN [Maintain Case Comments] window,

- Replaced filing instructions for physical case folders with Integrated Document Management (IDM) system information,
• Updated all child support form numbers, and

• Updated all references to the child support agencies as follows:
  • The state child support agency is referred to as the California “Department of Child Support Services” (DCSS).
  • DCSS’s unit which collects and disburses all child support payment is referred to as the State Disbursement Unit (SDU).
  • The local child support agency is referred to as the “Local Child Support Agency” (LCSA).

Chapter 27
The following specific changes are made to “Intake Packets” (Chapter 27):

• Updated the various Intake Packet lists of required forms to comply with regulations and CalWIN functionality.

Chapter 29
The following specific changes are made to “Homeless Mailing Address” (Chapter 29):

• Changed CW 7 to QR 7, and
• Updated the District Office Addresses.

Chapter 30
The following specific changes are made to “Immediate Need/Expedited Service Procedures” (Chapter 30):

• Updated the Immediate Need (IN)/Expedited Service (ES) procedures to comply with CalWIN functionality, IN/ES regulations and current business processes.

Chapter 31
The following specific changes are made to “Integrated Document Management (IDM)” (Chapter 31):

• Added MEDS as a subcategory under BENEFITS,
  • MEDS screens and related information are to be filed under the new MEDS subcategory from November 1, 2006. This change is NOT retroactive so MEDS information scanned under 'F5 Food Stamps/Medi-Cal' will NOT be moved to the new subcategory.
  
  Any new MEDS information from the date the sub-category is available must be scanned under the new sub-category. Staff will have to look in both subcategories for the time being for MEDS information.

• Added the Add-a-Program IDM procedures, and

• Added forms to the Benefit chart and Benefit Cross Reference Table and to the CWES chart and CWES Cross Reference Table.
Chapter 32
The following specific changes are made to “Warrants/Checks” (Chapter 32):

• Added contact information, in case of questions or problems in securing Immediate Need Warrant Stock,

• Obsoleted the “Warrant Cashing Card” (SC 517) and added information and procedures for use of the CalWIN “Certification of Identification Document” (CSF 54), and

• Changed the procedure for District Offices when a paper warrant is returned directly by the client. The “Authorization for Disposition of Returned Warrants” (SC 723) form is no longer used. The District Office Fiscal Clerk will give the EW a copy of the returned voided warrant and send the original warrant to the Benefit Issuance Unit (BIU) @ Julian.

The EW will use the "Fax Request for Benefit Issuance Action" (SC 274) form instead to give disposition instructions for the returned warrant to BIU.

Chapter 33
The following specific changes are made to “Electronic Benefit Transfer (EBT)” (Chapter 33):

• Revised the procedure for reissuing Expunged Cash Benefits, and

• Revised the procedure for reissuing Unlinked Benefits.

Note: CalWIN is now automatically VOIDING returned Unlinked EBT Benefits.

Chapter 34
The following specific changes are made to “Electronic Funds Transfer (EFT)/Direct Deposit” (Chapter 34):

• Changed the reference from discontinued case to discontinued program to conform to CalWIN terminology. In CalWIN, programs are discontinued and cases are closed, and

• Clarified the EFT Status Codes and their definitions.

Chapter 36
The following specific changes are made to “Child and Medical Support Overview and Referral Criteria” (Chapter 36):

• Added SCC code 579 to Pop referrals envelope, and

• Revised the CalWORKs Referral Process for Pregnant Women and Pregnant Minor Cases to Local Child Support Agencies (LCSA).
Note: The California Department of Social Services clarified that the referral to the Local Child Support Agency (LCSA) for pregnant women and pregnant minor cases is deferred until the child is born. If the Pregnant applicant/recipient has an eligible child with absent parent deprivation, a child support/paternity referral must be made for that child.

Chapter 37 The following specific changes are made to “Child and Medical Support Activities” (Chapter 37):

- Deleted references to CalWORKS child support pass-on payments since these payments are no longer being issued for CalWORKS cases due to a change in child support regulations, and
- Removed instructions for use of the “Family Support Update” (SC105) form.

Chapter 38 The following specific changes are made to “Direct Child/Spousal or Medical Support” (Chapter 38):

- Revised CalWORKS budgeting information to comply with Quarterly Reporting/Prospective Budgeting regulations, and
- Added turning in child support payments as a mid-quarter change report.

Chapter 39 In “Failure to Cooperate - Child or Medical Support” (Chapter 39), the CalWORKS budgeting information is revised to comply with Quarterly Reporting/Prospective Budgeting regulations.

Chapter 40 The following specific changes are made to “Child Support Collection/Disbursement System” (Chapter 40):

- Changed the name of the chapter from “Family Support Division Interface” to “Child Support Collection/Disbursement System”, and
- Added information regarding the State Disbursement Unit (SDU). As of September 1, 2006, all child support collection and disbursement activities are being performed by SDU rather than by the Local Child Support Agency (LCSA). This may impact our CalWORKS clients in several ways including:
  - The payments may be delayed by a day or two since they are now coming from SDU in Sacramento.
  - The amount of child support, child support disregard, etc. that the client receives may be different due to Statewide Allocation.
The reallocation of child support payments may also affect the 60-Month Time Limit for a client if more or less child support is applied to a case.

Chapter 45
The “Structured Work Time for Eligibility Workers” (Chapter 45) is revised to reflect current policies and procedures.

Chapter 50
The following specific changes are made to “Supervisory Reviews” (Chapter 50):

• Changed the term “Mini-Review” to “Targeted Review”, and
• Updated the entire review process to reflect CalWIN functionality and current Corrective Action Bureau (CAB) policies and procedures.

Chapter 55
A note was added to “DEBS Program Information” (Chapter 55) that the District Office Line Staff Meetings with the Coordinators are suspended.

Implementation
Changes and clarifications made in the above chapters are effective immediately.

Forms
The “Warrant Cashing Card” (SC 517) is obsolete. It is replaced with the “Certification of Identification Document” (CSF 54). The CSF 54 is available through the CalWIN system.

The “Family Support Update” (SC 105) form is obsolete.

Clerical
See “Forms.”

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