



California  
Department of  
Child Support  
Services

## California Child Support Automation System (CCSAS)

### Quick Facts – Summer 2008

#### Did You Know

- CCSAS project development, design and implementation has been an eight year partnership between the Franchise Tax Board (FTB), Department of Child Support Services (DCSS), local child support agencies and the private sector.
- CCSAS entailed folding 58 separate local systems in a single automated system – standardization of data, local business practices, case management and automation processes – also standardization of all child support program and court forms.
- CCSAS combines statewide case management capabilities with centralized child support collection and payment processing through the State Disbursement Unit (SDU).
- CCSAS statewide case management provides child support workers with a greater ability to locate and collect from individuals – interacting with over 21 separate state and federal systems including the Internal Revenue Service (IRS), the Employment Development Department (EDD), and other interstate agencies.
- CCSAS, when fully implemented, will manage over 1.6 million child support cases involving approximately 1.8 million children and approximately 550 forms necessary to operate the child support program.
- CCSAS Phase I implementation was completed September 2006, with the successful statewide transition of child support payment processing from local child support agencies to the SDU – meeting federal requirements and providing families with more payment options. To date, the SDU surpassed \$5 billion in child support collections for families.
- CCSAS – SDU is the single location for employers to submit all child support wage assignments – streamlining workload while providing employers options for submitting wage assignments payments electronically – eliminating needless paper and postage costs for California employers.
- CSSAS Phase II implementation began May 2007 with the first wave of counties transitioning to the statewide system – CCSAS Phase II.
- CCSAS Phase II is operating in fifty-two counties – managing over 1 million cases - approximately 65 percent of the state's caseload. Monthly county transitions to the system will continue through November 2008 ending with the transition of Los Angeles County.
- CCSAS Phase II gives customers in transitioned counties 24 hour access to personal account information via the web and a toll-free phone-line, **Customer Connect**.

#### Background

The 1988 Family Support Act amended the Social Security Act to require all states to establish a single statewide automated child support system. Additional federal legislation, the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), increased federal automation requirements by stipulating all states to establish a single location for processing all child support collections and disbursements. The law intended to:

- Improve the accuracy of child support records;
- Speed payment processing; and
- Streamline wage assignment processing for employers.

For more information, log on to <http://www.childsup.ca.gov/>.