

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



February 16, 2001

CSSIN NO: 01-06

ALL IV-D DIRECTORS
 ALL INTERCEPT COORDINATORS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL DISTRICT ATTORNEYS

SUBJECT: UNEMPLOYMENT AND DISABILITY PHONE INQUIRIES TO THE
 EMPLOYMENT DEVELOPMENT DEPARTMENT

The Department of Child Support Services (DCSS) was recently notified by the Employment Development Department (EDD) of the type of phone inquiries that should be referred to their Unemployment Insurance Benefit (UIB) and Disability Insurance Benefit (DIB) help desks. Pursuant to our interagency agreement with EDD, local child support agencies are only authorized to call the Unemployment and Disability Insurance Benefit help desks when there is an emergency or when there is a need to verify the status of a non-custodial parent's (NCP) unemployment or disability claim.

In order to meet the terms of our interagency agreement, DCSS is sending this letter to local child support agencies as a reminder about the type of phone inquiries EDD can respond to and when a call is deemed an emergency.

Unemployment Insurance Benefit (UIB) Help Desk

The UIB Child Support Intercept (CSI) Unit in the Sacramento Call Center will respond to the following inquiries:

- Provide the spelling of full NCP names to prevent a mismatch name situation;
- Requests for the inactivation of a child support intercept flag (please see the section on emergency deletes);
- Requests for payment information when the NCP's court date is within one to two days and UIB payment information is needed for the hearing;

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

- Requests for the NCP's current mailing address when the county must refund an unemployment insurance offset to the NCP. (EDD may supply the individual's most current available mailing address to the local child support agency if it has been verified by the local child support agency and/or EDD that the individual is entitled to a refund); and
- General questions regarding the Unemployment Insurance Program, policies, procedures, and general practices.

The UIB CSI Unit in the Sacramento Call Center *cannot* respond to the following inquiries:

- Any locate information, including the claimant's address, phone number, and employer information¹;
- Request for the reactivation or reduction of the child support intercept. (This should be done through the update of the local child support automated system, or done through the submission of forms CS 871, Child Support Intercept County Transaction Document, and CS872, Child Support Intercept System Certification/Transmittal, to DCSS); and
- Questions regarding the NCP's disability insurance claim.

Disability Insurance Benefit (DIB) Help Desk

The DIB CSI Unit in the Sacramento Call Center help desk will respond to the following inquiries:

- Provide the spelling of full NCP names to prevent a mismatch name situation;
- Requests for inactivation of a child support intercept flag. (Please see the section on emergency deletes);
- Requests for payment information when the non-custodial parent's court date is within one to two days and DIB payment information is needed for the administrative hearing;
- Requests for the NCP's current mailing address when the county must refund a State Disability Insurance (SDI) offset to the NCP. (EDD may supply the individual's most current available mailing address to the local child support

¹ All locate information shall be requested via the Department of Justice's California Parent Locator Service at (916) 323-5628.

agency if it has been verified by the local child support agency and/or EDD that the individual is entitled to a refund); and

- General questions regarding the State Disability Insurance Program, policies, procedures, and general practices.

The DIB CSI Unit in the Sacramento Call Center help desk *cannot* respond to the following inquiries:

- Requests for the reactivation or reduction of child support intercepts. (This should be done through the update of the local child support automated system, or done through the submission of forms CS 871, Child Support Intercept County Transaction Document, and CS872, Child Support Intercept System Certification/Transmittal, to DCSS);
- Any locate information, including the claimant's address, phone number, and employer information; and²
- Questions regarding the NCP's unemployment insurance claim.

Emergency Deletes:

Local child support agencies may only call the UIB and DIB help desks for immediate assistance in deleting individuals under the following circumstances:

- The local child support agency obtains information that proves the individual is not a NCP;
- The NCP is experiencing extreme financial hardships;
- The NCP filed for bankruptcy; or
- The NCP's child support obligation was satisfied.

If an emergency delete is requested, the local child support automated system must be modified to remove and prevent EDD arrearages from being added to the Integrated Data Base (IDB) system. If an EDD arrearage is sent to IDB after an emergency delete, the NCP will be re-added to the system for a CSI intercept.

For unemployment insurance emergency deletes, please contact the Unemployment Insurance

² All locate information shall be requested via the Department of Justice's California Parent Locator Service at (916) 323-5628.

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Benefit CSI Unit at (916) 574-2586. For disability insurance emergency deletes, please contact the Disability Insurance Unit CSI Unit at (916) 653-4459.

Thank you for your understanding and help in this matter. For technical assistance, please contact Bill Brown at (916) 464-5322. For general questions, please contact Stacey Glass-Smith at (916) 464-5275 or e-mail her at stacey.glass-smith@dcss.ca.gov.

Sincerely,

Deputy Director
Technology Services Division