

September 3, 2010

CalWORKs PROGRAM GUIDE LETTER NO. 226

Subject Revised Direct Child Support Instruction Letter

Effective Date September 3, 2010

Purpose The purpose of this Program Guide Letter is to provide:

- staff with the revised Direct Child Support Instruction Letter in both Spanish and English;
- staff with instructions for use in CalWORKs Program Guide (CPG) Section No. 43-200.A Child Support/Assignment of Support Rights; and
- standardized instructions and ensure consistent use of the revised letter countywide.

Background Strategic Planning and Operational Support (SPOS) became aware that some FRC's were using an old version of the Direct Child Support Instruction Letter in their Application Packets and others were not sharing the letter with applicant/recipients.

In order to assist workers with the requirement to explain to clients what to do with direct child support payments, the Direct Child Support Payment Instruction Letter ([FO043S](#)) in English and ([FO043SP](#)) in Spanish, were developed. The instructions inform the client of their responsibility to turn in their first month of direct support payments to the [County of San Diego: Department of Child Support Services](#) (DCSS) and how to establish a support account.

Summary Of Updates CPG Section [43-200.A Child Support/Assignment of Support Rights](#) has been updated and uploaded to the online CalWORKs Program Guide:

CPG Section	Title	Program Updates/Changes
43-200.A	Table of Contents	Added a Table of Contents
	HHSA Duties	Explains worker responsibilities and actions to be taken

Note: Changes to CPG are noted with highlighted text.

HSS Actions Workers will include the FO043S or FO043SP in their Application Packets, Child Support Packets and at renewal.

Program Impact There is no impact to either the Food Stamp or Medi-Cal Programs

Automation Impact None.

ACCESS Impact ACCESS Agents will inform the client to turn in their first month of direct support payments to the [County of San Diego: Department of Child Support Services \(DCSS\)](#) and how to establish a support account. ACCESS Agents will update CalWIN with appropriate case comments.

Imaging Impact None. Since the instruction letter does not require a signature it does not need to be imaged. Workers are to narrate the instruction letter was explained and given to client.

Operations Impact Workers will explain the Direct Child Support regulations and will provide the instruction letter at both intake and renewal.

Forms Impact The newly revised Direct Child Support Instruction Letter has not been uploaded to CalWIN Production and therefore, is only available as shelf stock from [The Xerox Print Center](#) or from the CalWIN Intranet/Home Page/Client Correspondence/CalWORKs – Shelf Stock.

<http://cosda428p/calwin/Home/ClientCorrespondence/tabid/173/Default.aspx>

Quality Assurance (QA) Impact Quality Assurance will cite the appropriate error when the instructions in this CPG Letter have not been followed or are followed incorrectly.

**Assistant
Deputy
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