

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



October 12, 2007

CSS LETTER: 07-12

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

SUBJECT: USE OF TRANSITIONAL ADJUSTMENT FUNCTIONALITY

The purpose of this letter is to communicate policies and procedures for use of the Child Support Enforcement system (CSE) transitional adjustment functionality. Use of the functionality will be required as an exception to normal processing for transitioned counties when making adjustments to transactions that were recorded in a legacy system. The functionality will only be used on an exceptional basis and does not replace the use of CSE's basic adjustment functionality. These policies and procedures take effect as each local child support agency (LCSA) transitions to CSE. They do not apply to the use of CSE's basic adjustment functionality.

A recent design change expanded the scope of adjustments that can be made within CSE. Previously, CSE was not capable of accommodating transaction adjustments for which it lacked the records. The new functionality enables workers to make adjustments when part or all of the transaction is not recorded in CSE. This functionality is essential because the conversion process will typically only have balances without the underlying transactions. CSE's standard adjustment functionality requires an existing transaction to be backed out and the appropriate transaction to be reapplied.

A limited group of users in the LCSAs and at the State will be allowed to make transitional adjustments. These users are selected by the LCSA Directors, and appropriate access is given by the LCSA System Administrators. State Users with this capability are limited to the CFW Support Team within the Technology Services Division. Users of the functionality must research the transactional history outside of CSE and enter that transactional data as part of the transitional adjustment. Use of the transitional adjustment functionality will be reviewed and monitored by oversight personnel in both the LCSAs and the State.

There are several categories of adjustments that will be made using the transitional adjustment functionality. The procedures will vary somewhat depending on the type of

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

adjustment to be made. We divided the rest of this letter into adjustment types. Please refer to the Quick Reference Guide for the specific details of completing each type of adjustment. See the sections for specific instructions.

### **Transitional unfunded collection adjustment**

Scenario: A post-Statewide Services (SWS) collection comes in and wholly or partially allocates to a county before it transitions to CSE. After the transition, the SDU notifies CSE that the collection is unfunded. CSE checks each logical collection in the unfunded physical collection to determine if any portion was allocated to a transitioned LCSA. Logical collections that allocated to now-transitioned LCSAs have their statuses reset to 'Transitional Adjustment NSF'. Users will initiate the adjustment process beginning from the Logical Collection Detail page and continuing onto the transitional adjustment pages. The logical collections that allocated to the non-transitioned LCSAs will complete the back out process as usual.

Transitional NSFs will be pre-CSE, post-SWS collections. Therefore, the original collection and allocations will be recorded in CSE, but the specific details of how the money was allocated and distributed will remain in the ACSES (Automated Child Support Enforcement System) Replacement System (ARS) or the California Automated Support Enforcement System (CASES). When necessary, ARS, CASES, or another appropriate resource must be referenced to determine the specific "backout details". The user will enter the required historical data into CSE and complete the Transitional Adjustment NSF process. These adjustments are completed by the CFW Support team and should not be completed by the LCSAs.

### **Transitional logical collection adjustment**

Scenario: A post-SWS collection comes in and wholly or partially allocates to a county before it transitions to CSE. After transition, the logical collection requires adjustment and the transitional adjustment functionality must be used. As in the transitional unfunded collection adjustment described above, this type of adjustment is for a collection that is recorded in CSE, but specific distribution details required to complete the adjustment will remain in ARS or CASES.

The user will be required to utilize ARS, CASES, or another appropriate resource to obtain the backout details. After searching and finding the logical collection, the user begins on the Logical Collection Detail page by clicking on the Adjust button. The user should then identify the logical collection on the Logical Collection Adjustment Detail page. The user will be redirected to the Transitional Adjustment Detail page for each portion of the collection allocated to one or more transitioned counties. The user will provide the accurate adjustment details and confirm the adjustment if correct.

### **Transitional physical collection adjustment**

Scenario: A post-SWS collection comes in and wholly or partially allocates to a county before it transitions to CSE. After transition, the physical collection requires adjustment and the transitional adjustment functionality must be used. As with the logical collection adjustment described above, this type of adjustment is for a collection that is recorded in CSE, but the details of which remain in ARS or CASES. If the user needs to modify the payment source or the date of collection, the application will request the user to provide back out instructions for all of the logical collections associated to that physical collection.

The user will be required to utilize ARS, CASES, or another appropriate resource to obtain the back out details for the logical collections associated to the transitional physical collection. The user will then use the same functionality described above for the transitional logical collection adjustment.

### **Legacy collection adjustment**

For the purposes of this instruction, a legacy collection adjustment refers to a collection with no record in SWS/CSE. These adjustment transactions will not be linkable to the original transactions. An adjustment must be made that either partially or wholly allocates to a transitioned LCSA. A CSE user must make the adjustment.

Before a legacy collection adjustment can be made, the Department of Child Support Services (DCSS) must authorize the adjustment. The LCSA must provide backup documentation that adequately supports the adjustment to be made. Contact CCSAS Business Problems at (916) 662-0404 or via email at [CCSASBusinessProblems@dcss.ca.gov](mailto:CCSASBusinessProblems@dcss.ca.gov) to request authorization to make a legacy adjustment and obtain details about how to provide backup.

If you have any questions or concerns regarding this matter, please contact Daniel Hawkins at (916) 464-5346.

Sincerely,

o/s/Cher Woehl

CHER WOEHL  
Deputy Director, Administrative Services Division