California
Department of
Child Support
Services

California State Disbursement Unit

What You Need to Know

California's child support program is making some important changes that will make it easier for families to get their support payments, and will give parents who pay support more payment options.

If you are a family receiving support payments or a parent making support payments, there are steps you can take to prepare for your transition to the State Disbursement Unit.

What is the State Disbursement Unit (SDU)?

Federal law requires states to have a single entity responsible for collecting and processing child support payments. California is meeting this federal requirement by implementing the State Disbursement Unit (SDU). The SDU will be phased in by county over the next six months.

The SDU will help families receiving support and parents who pay support. Benefits include:

- Web and phone access to information;
- Immediate access to direct deposit services for families receiving support payments—a new service in many counties;
- In Summer 2006, families can get instant access to support dollars through electronic payment cards, similar to ATM cards, which can be used at ATM machines as well as retail outlets; and
- Parents who make support payments will also be able to access accounts on-line, make payments using credit cards over a secure internet connection, and set up electronic payment transfers from a checking or savings account.

Need help?

Visit the SDU website at www.casdu.com

Information for Families Receiving Support Payments

When will this happen, and how will it affect me?

You will be receiving a letter from the Department of Child Support Services about 45 days before your county child support agency transitions to the SDU. The letter will explain the changes in the payment process. Your support payments will now come from the SDU. *If you receive payment by check, your check and the envelope will have a new look—so check your mail carefully.*

Will I get my check in the mail at the same time I usually do?

You may experience a delay in getting your check while your child support agency is transitioning to the SDU. During the transition, child support payments will be forwarded daily via express mail delivery to the SDU for processing.

This extra step will add some additional time to when you normally receive your child support payment, but is necessary to ensure your payment is accurate as we implement the system. In Summer 2006, when the SDU is operating statewide, support payments will be sent directly to the SDU, eliminating this extra step.

Keep in mind that because the SDU will be sending your payment from its central office, your payment may reach you later than when it was mailed by your local office.

Every effort is being made by the Department of Child Support Services and your local child support agency to get your payments to you as quickly as possible.

Supporting California's Children

What can I do to make sure I get my check as fast as possible?

Ask for direct deposit as a payment option!

When you are notified that your county child support agency is transitioning to the SDU, *sign up for direct deposit*. To enroll in direct deposit, you can use the website *www.casdu.com*, or call the SDU Help Desk toll-free at 1-866-325-1010 to use the interactive voice response system. Direct deposit forms will also be available at your local child support office.

If I already have direct deposit, do I have to enroll again?

No. If your support payment is already going into your bank account, nothing will change. Your payment will continue to be deposited into your account.

Can I still call my child support office if my check is late or if I have questions?

Yes. Your local child support office will be able to help you and answer your questions.

Need help?

Visit the SDU website at www.casdu.com

I'm on CalWORKS—will my disregard payment change?

Yes. When your county transitions to the SDU, your disregard payment will now come from the SDU—not the county. *Your disregard check and envelope will have a new look—check your mail carefully.* If you have questions about your statement, call your local child support agency and they will be able to help you.

You will continue to receive your monthly disregard as long as the noncustodial parent continues to pay child support every month. What will change is how your disregard is displayed on your "Monthly Statement of Child Support Collections."

When your county transitions to the SDU, your monthly statement will show the disregard as paid in the month that the collection was received, rather than for the month the child support was withheld from the noncustodial parent's wages (sometimes the prior month).

Example:

Under the *old* system:

- Payment was withheld in October, but received in November. On your November statement, the disregard is displayed as a disregard for the month of October.

Under the *new* system:

- Payment was withheld in October but received in November. On your November statement, the disregard will show as a disregard for the month of November.

If I receive child support from another state or country, do I need to let them know about the change?

No. If you have a California child support case and you are paid through another state or country, the SDU will be in contact with that jurisdiction when your county transitions to the SDU. The SDU will give them the information necessary to ensure your payment is received timely.

Supporting California's Children

Information for Parents Making Support Payments

Will I be notified about the change?

Yes. You will be receiving a letter from the Department of Child Support Services about 45 days before your county child support agency transitions to the SDU. This letter will explain the changes in the payment process.

How will I make my payments?

If you are sending your payments to your local child support agency, continue to do so. During transition to the SDU, child support payments will be forwarded daily via express mail services to the SDU for processing. You will continue to work with your local agency for payment-related information.

All payments will now be credited on the date they are received at the SDU. To ensure the SDU receives your payment before the end of the month, payments should reach your local child support agency by the 20th of each month. In Spring 2006, you will begin sending your payments directly to the SDU.

Can I continue to make credit card payments?

Check with your local office—this service may not currently be available in your area. If your local office currently processes credit card payments, they may continue to receive and/or process your credit card payment locally. In Summer 2006 credit card services will be available statewide. You will be able to make your payments using credit cards over the SDU's secure internet website, and you will also have the option to pay by electronic funds transfer (EFT) from a checking or savings account.

Need help?

Visit the SDU website at www.casdu.com

Can I go to my child support office and make a payment?

Yes. Local child support agencies will still accept payments. But during transition, your local office must forward the payment to the SDU for processing. Your account will be credited on the date the SDU receives your payment.

To ensure the SDU receives your payment by the end of the month, make your payment by the 20th of the month so your local office can forward it to the SDU in time.

If you usually pay your child support in cash, you should consider paying by check, money order, or other means to avoid the delay caused by forwarding your payment. In Summer 2006 when the system is running statewide, you will send your payments directly to the SDU.

My payment is taken out of my paycheck. How will I be affected?

When your county transitions to the SDU, your wage withholding payment will be forwarded to the SDU by the local child support office. Your account will now be credited on the date the payment is received at the SDU.

This is a change from how your payments were credited under the old system. Now all payments will be credited when they are received at the SDU. Payments will no longer be credited on the date they are withheld from your paycheck. All payments must be received at the SDU by the end of the month to be credited in that month.

If your wage withholding is received at the SDU after the end of the month, you will have a balance due. During the system transition, the Department of Child Support Services and your local child support agency will be working to minimize any inconveniences caused by the system change.

To avoid adding to your existing account balance or to keep from starting a balance, you have the option to make payments over time to clear any past-due amounts.

Supporting California's Children

Can I still call my child support office if I have questions about my account?

Yes. Your local child support office will be able to help you and answer your questions.

Do I need to tell my employer to do anything differently?

No. Employers will receive instructions for redirecting existing child support payments to the SDU for all affected employees. Until then, employers will continue sending payments to the local child support agencies as they currently do.

When will I start sending payments directly to the SDU?

In Summer 2006. You will be notified when and how to redirect the child support payments to the SDU. Until you receive the notice, continue paying child support as usual.

Need help?

Visit the SDU website at www.casdu.com

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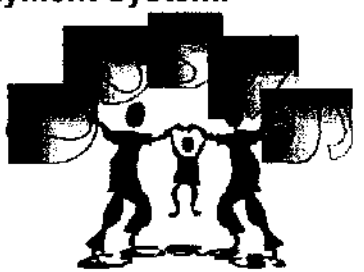
Bilingual Service

(en español)

Welcome to the California Child Support Automated Payment System.



As part of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 known as Welfare Reform, the Federal government required that each state create a centralized location to process all support payments. The centralized location in California is called the California State Disbursement Unit. The California State Disbursement Unit (SDU) was created under the Department of Child Support Services and is a centralized state operation to collect and disburse court ordered child support payments including Non IV-D payments that are paid by wage withholding .

Para tener acceso al application en Español, apriete aqui: ESPAÑOL

GENERAL PROGRAM FAQS

Custodial Parties can:

- View frequently asked questions
- Set up your Direct Deposit
- Cancel an existing Direct Deposit

Non-Custodial Parents can:

- **Available in 2006:**
- Make payments via secure electronic funds transfer or credit card
- Store payment information online making future payments quicker and easier
- Set up automatic payment withdrawal
- View payment history

Employers can:

- View frequently asked questions

Available in 2006:

- Make payments on behalf of employees who are non-custodial parents
- View automated payment history

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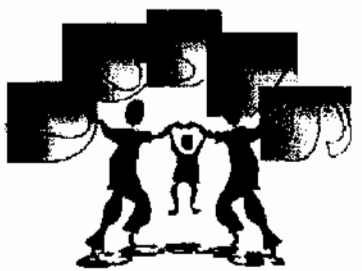
Bienvenido al Sistema de pago automatizado para manutención de menores de California.



(Spanish) Como parte de la Ley de reconciliación de responsabilidad personal y oportunidad de trabajo de 1996, conocida como Reforma de bienestar social, el gobierno federal solicitó que cada estado estableciera un lugar centralizado para procesar todos los pagos de manutención. En California ese lugar centralizado se denomina Unidad Estatal de Desembolsos de California. La Unidad Estatal de Desembolsos (SDU, por sus siglas en inglés) se estableció bajo la autoridad del Departamento de Servicios de Manutención de Menores y es una oficina estatal que se encarga de cobrar y desembolsar los pagos de manutención de menores impuestos por orden judicial, entre ellos los pagos Non IV-D que se pagan a través de retenciones de sueldo.

To access the application in English, press here: ENGLISH

PREGUNTAS MÁS FRECUENTES DEL PROGRAMA GENERAL

Las partes a cargo del menor pueden:

- Ver preguntas más frecuentes
- Establecer depósito directo
- Cancelar depósito directo

Los padres que no están a cargo del menor pueden:

- **Disponible en 2006:**
- Realizar pagos mediante transferencia electrónica segura de fondos o tarjeta de crédito

Los empleadores pueden:

- Ver preguntas más frecuentes
  Disponible en 2006:
- Realizar pagos en nombre de los empleados que son padres que no están a

- Almacenar información de pagos en línea para que los pagos futuros se realicen de manera más rápida y fácil
- Establecer el retiro automático del pago
- Ver el historial de pagos

cargo del menor
- Ver el historial de pagos automatizados

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Frequently Asked Questions - General Program Topics

IV-D Services

What services are provided by the state for IV-D cases?

The services provided by the state for a IV-D case include: locating parents, establishing and maintaining support orders, working with other states to enforce support orders, along with collecting and processing of child support payments. A case is considered IV-D if the family has received public assistance benefits (TANF), or if an application for services has been filed with the Local Child Support Agency.

Non IV-D Services

What does Non IV-D mean?

Non IV-D is a child support order that is not enforced by the County Child Support Agency.

What services are provided by the state for Non IV-D cases?

In Non IV-D cases the services provided by the state are limited to processing payments made via withholding of income from the Non-Custodial Parent (NCP) through employers.

What is the difference between IV-D and Non IV-D?

The IV-D program is a technical name for government administered child support

enforcement programs. In California, a case is considered IV-D if the family has received public assistance benefits or if an application for services has been filed with one of the County Child Support Agencies. Non IV-D is a child support order that is not enforced by the County Child Support Agency.

How can I open a child support case or apply for IV-D services?

If you would like to open a child support case, you should contact the local child support agency in your county of residence and request an application for services. The local child support agency provides services at no cost, whether or not you receive public assistance. To find your county location via the web use the following URL http://www.childsup.cahwnet.gov/county_locations.asp

General Program Information

Will my information be kept safe and confidential?

The California State Disbursement Unit is bound by the same requirements as the California State Department of Child Support Services to protect information related to you and your support payments.

What is the California State Disbursement Unit?

The Federal Personal Responsibility and Work Reconciliation Act (PRWORA) in 1996 mandated that each state must create a centralized location to process all the support payments. The centralized location in California is called the California State Disbursement Unit (CASDU). The California State Disbursement Unit was created under the Department of Child Support Services and is the centralized state operation to collect and disburse court-ordered child support payments including Non IV-D payments that are paid by wage withholding. The State Disbursement Unit will process child support payments and issue disbursement checks to receiving families. Checks will be sent out within two days of payment receipt.

What does the California State Disbursement Unit need from me (a Non IV-D customer)?

Non IV-D income withholding customers must provide the state with information to allow for the creation of an account within the State Case Registry. Non IV-D customers MUST

complete an FL -191 form when entering into a court order with family, child or spousal support. The FL-191 is sent to the State for entry into the State Case Registry. Changes in employment or source of income, or changes to the income withholding order must be recorded on a CASE INPUT RECORD NON IV-D INCOME WITHHOLDING and mailed to CA SDU P.O. Box 980218 West Sacramento, CA 95798 for data capture. The state will make the changes necessary for the California State Disbursement Unit to accurately process your payment.

Access Methods

How can the California Child Support Automated Payment System be accessed?

The California Child Support Automated Payment System can be accessed using either the Internet or a simple touch-tone phone. Users must provide unique authentication information to access the payment features of the system.

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Frequently Asked Questions - Custodial Party

Disbursements

Can I view my disbursement information using the Internet?

The California Child Support Automated Payment System does not have Internet access to disbursement information. The Custodial Party may call the interactive voice response system at 1-866-349-7540 to hear their latest disbursement information.

Can I hear my disbursement information using the interactive voice response system?

The California Child Support Automated Payment System will allow the authorized Custodial Party simple touch-tone phone access to play back their latest disbursement information using the automated system.

Will my information be kept safe and confidential?

The California State Disbursement Unit is bound by the same requirements as the California State Department of Child Support Services to protect information related to you and your support payments.

Authentication

How do I log into the California Child Support Automated Payment System?

The Custodial Party accessing the system will be required to enter their Social Security Number and Participant ID which will then be authenticated against the statewide database.

Direct Deposit

Can I have my disbursements directly deposited into my account?

Utilizing our secure web site and interactive voice response system, Custodial Parties will be able to authorize the disbursement of their child support payments directly into their checking or savings account. To set up your direct deposit you can use our Web site @ www.casdu.com, or call our IVR at 1-866-325-1010 to submit your request. You can also download, print, complete and mail back a form, by clicking on this link Direct Deposit Enrollment Form.

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