2016 Annual Child Support Training Conference & Expo

Piecing it all Together

May 3–5, 2016 » Garden Grove, California
Successful Collection Strategies

Stephanie Moore
CSO II
Intercepting Unclaimed Property

Agenda:
• What is Unclaimed Property?
• Types of Unclaimed Property
• Yolo County Unclaimed Property Projects
• How to fill out a claim form (handouts)
• Documents to submit with claim to State Controller’s Office
• Q&A’s
Defining Unclaimed Property

California’s Unclaimed Property Law requires banks, insurance companies, corporations, and certain other entities to report and submit their customers’ property to the SCO when there has been no activity for a period of time (generally three years). There is no deadline for claiming it once it is safely handed over to the SCO.
Unclaimed Property

The State of California is currently in possession of more than $7.1 billion in Unclaimed Property belonging to approximately 27.9 million individuals and organizations.

State Controller’s Office updates the Unclaimed Property list weekly.
Most Common Types of Unclaimed Property

- Bank accounts and safe deposit box contents
- Stocks, mutual funds, bonds, and dividends
- Uncashed cashier's checks or money orders
- Certificates of deposit
- Matured or terminated insurance policies
- Estates
- Mineral interests and royalty payments, trust funds, and escrow accounts.
Categories for Claims

• Accounts Payable
• Accounts Receivable
Account Payable/Receivable Claims

- Accounts Payable are paid to LCSA when filing a claim for Unclaimed Property.
- Accounts Receivable, SCO will keep LCSA claim on file. When claimant (participant) submits a claim the SCO will submit payment to LCSA as an intercept.
2014-2015 Arrears Only Project

October 1\textsuperscript{st} 2014 to September 30\textsuperscript{th} 2015

- Total of 2,264 cases
- 146 claims submitted
- 103 claims accepted and collected

Timeframe for collections 4-6 months.

Total collections $6,741.36
2015-2016 UP Project

All cases with an arrears balance

5,482 cases reviewed

- Submitted between 10/1/2015 - 3/1/2016
- 1644 claims submitted
- $317,610.72
- Collections TBA
How to submit a proper Unclaimed Property Claim
Submitting Claim

UNCLAIMED PROPERTY SEARCH

California’s Unclaimed Property Law requires corporations, businesses, associations, financial institutions, and insurance companies (referred to as “Holders”) to annually report and deliver property to the California State Controller’s Office after there has been no activity on the account or contact with the owner for a period of time specified in the law—generally (3) three years or more.

This search page will allow you to locate Unclaimed Property that already has been sent to the State for safekeeping as well as property that is about to be sent to the State by a business as required by law.

If you feel you may have other accounts that did not appear in your search, please return to this site at a later date as names are continually added to the Unclaimed Property database. You can also try your search again using a different criteria.

To start your search

- Please select from one of the buttons below
- Enter your Last Name, Business Name, or Property ID in the search field
- Once you click the “search” button, our database will search for property associated with the information provided. If a match or multiple matches exist, the system will display any matches. If your search results in greater than 500 matches, only the first 500 matches will be displayed.

You can narrow your search by adding your first name, middle initial, or city of residence (these fields are optional). Accounts with more than one name can be searched by either name.

**Individual Owner Search**

INDIVIDUAL OWNER SEARCH

Last Name: UNKNOWN
First Name:
Middle Initial:
City:

Search  Clear
### Submitting Claim

#### INDIVIDUAL OWNER SEARCH

![Search Results Image]

- **Last Name:** UNKNOWN
- **First Name:**
- **Middle Init.:**
- **City:**

**Search**  
**Clear**

*Only the first 500 search result matches are listed.
You may narrow your search by adding your first name, middle initial, or city of residence.*

#### Search Result: 23,266 match(es)

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City/State/Zip</th>
<th>ID Number</th>
<th>Type</th>
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<td>17542 17TH ST STE 470</td>
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<td>659 FLAMING STAR AVE</td>
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</tr>
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</table>

#### 2016 Annual Child Support Training Conference & Expo
Submitting Claim

[Image of a webpage with a claim submission form]

2016 Annual Child Support Training Conference & Expo
Submitting Claim

Your claim is not eligible for electronic claim filing. Click here for more information regarding why your claim was not eligible.

To complete your claim, you will be required to submit a paper claim by completing the following steps:

STEP 1
Print and sign the Unclaimed Property Claim Affirmation Form below.
Print Claim Affirmation

STEP 2
Make sure you read the Filing Instructions and include required documents needed to prove ownership.
• Please review Government Agency Filing Instructions

STEP 3
Make a copy of the signed Claim Affirmation Form and required documents for your records.

STEP 4
Mail the completed, signed Claim Affirmation Form and required documents to:
Unclaimed Property Division
P.O. Box 942050
Sacramento, CA 94250-5873

If you have questions, please contact us.

Controller Betty T. Yee
California State Controller’s Office

2016 Annual Child Support Training Conference & Expo
Submitting Claim

Controller Betty T. Yee
California State Controller’s Office

UNCLAIMED PROPERTY
CLAIM AFFIRMATION FORM

Each of the undersigned claimants certifies, under penalty of perjury, that the claimant has read the claim and knows the contents thereof and that the claimant is the owner of the said claim and the person entitled to receive the money and property set forth in said claim.

Each claimant agrees to indemnify and hold harmless the State, its officers, and employees from any loss resulting from the payment of said claim.

THE CLAIMANT(S) MUST SIGN THIS CLAIM AFFIRMATION FORM FOR THE CLAIM TO BE PROCESSED
For claims filed for a business, the authorized owner’s signature is required. For claims filed for an estate or trust, the signature of the executor, administrator or trustee is required.

<table>
<thead>
<tr>
<th>BUSINESS/GOVERNMENT NAME</th>
<th>SSN/TAX ID / FEIN</th>
<th>PROPERTY ID</th>
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</thead>
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<tr>
<td>YOLO COUNTY DC$$</td>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CURRENT MAILING ADDRESS</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
<th>COUNTRY</th>
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<tr>
<td>100 WEST COURT ST</td>
<td>WOODLAND</td>
<td>CA</td>
<td>95695</td>
<td>USA</td>
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</table>

<table>
<thead>
<tr>
<th>DRIVER LICENSE NO</th>
<th>DATE OF BIRTH</th>
<th>EMAIL ADDRESS</th>
<th>CLAIMANT OR AUTHORIZED AGENT SIGNATURE</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><a href="mailto:STEPHANIE.MOORE@YOLOCOUNTY.ORG">STEPHANIE.MOORE@YOLOCOUNTY.ORG</a></td>
<td></td>
<td>4/14/2016</td>
</tr>
</tbody>
</table>

YOUR SIGNATURE(S) MUST BE NOTARIZED IF THE CLAIM AMOUNT IS $1,000 OR GREATER
ALL CLAIMS FOR SECURITIES OR SAFE DEPOSIT BOXES MUST BE NOTARIZED

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of ___________________________, County of ___________________________

Subscribed and sworn to (or affirmed) before me on this __________ day of __________, 20____ by ____________________________, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature: ____________________________ (Seal)

PRIVACY NOTIFICATION
The Information Practices Act of 1977 and the Federal Privacy Act require this Division to inform you that your Social Security number and other documents are requested for property identification and processing of your claim.
You have the right to view your records at this office by writing:
Division Chief, Unclaimed Property Division, P.O. Box 842850, Sacramento, CA 94250-5873.
Submitting Claim

Controller Betty T. Yee
California State Controller’s Office

UNCLAIMED PROPERTY
CLAIM DETAILS

Date: 4/14/2016 Source: INT Property ID Number: 

Owner(s) Name: Reported Owner Address:

Type of Property: Savings accts/crdt union shrs
Cash Reported: $99.74
Reported By: WESCOM CREDIT UNION

Please note: If you are claiming multiple properties, you may file one Claim Affirmation Form and attach a copy of the Property Details Screen for each additional property you are claiming. If there are multiple owners for any property, each owner must sign the Claim Affirmation Form or may file a separate Claim Affirmation Form to receive their share of the property.
Please review that your claim is complete and ready to be mailed:

- Did you sign the Claim Affirmation Form?
- Did you read and print a copy of the filing instructions? If not, filing instructions can be found at http://www.sco.ca.gov/usc Islamist instructions.html. Please select from the list that describes your status.
- Did you attach copies of all of the required documents for your type of claim?
- Did you make a copy of the claim package for your records?

If yes, mail the Claim Affirmation Form and documents to:
CALIFORNIA STATE CONTROLLER’S OFFICE
UNCLAIMED PROPERTY DIVISION
P.O. BOX 942550
SACRAMENTO, CA 94250-5875

Due to the large volume of claims we receive and process, it may take up to 180 days to process your claim. You may check the status of your claim at any time by selecting the Claim Status Search option at https://wocs.sco.ca.gov/UCMClaimStatusSearch.aspx. If you have an outstanding debt with a California state agency, city or county, your unclaimed property payment may be intercepted to pay the debt. Thank you for your patience.

Return to Search for Unclaimed Property

If you need further information please contact our Call Center between 8am and 5pm Pacific Standard Time, Monday through Friday, excluding state holidays, at (800) 092-4647 (Nationwide) or (016) 323-2827 (Outside of US), or you may contact them by email.
Documents to Submit with Claim

• Unclaimed Property Declaration signed by Attorney
• Copy of oldest Court Order (found in CSE) (EXHIBIT A)
• OBM Report to show charges and arrears balance for case (EXHIBIT B)
• Address Verification or print out address screen for participant (found in CSE) (EXHIBIT C).

Note: There will need to be a separate packet for each participant submitted, including all documents listed above.
Yolo County Department of Child Support Services

100 West Court Street  PO Box 1285  Woodland, CA 95776  (530) 661-2600
FAX (530) 661-2878  child.support@yolocounty.org  www.yolocounty.org/dcss

Yolo County Department of Child Support Services
Attorney Name, Child Support Attorney SBN
PO Box 1285  Woodland, CA 95776-1285
Contact: Click here to enter text
TEL: Click here to enter text

1. I am employed as a Child Support Representative in the office of Yolo County Department of Child Support Services ("DCSS").

2. Yolo County DCSS has secured an order for child support against NONCUSTODIAL PARENT, and began enforcing it prior to the estimated date for unclaimed property and continue to do so to date. See Exhibit A for the court’s order, determining NONCUSTODIAL PARENT is obligated to pay child support.

3. To date, NONCUSTODIAL PARENT failed to make the necessary payments on that support order and is now in arrears. See Exhibit B which is a copy of DCSS’s records of payment history.

4. As of today, unclaimed property is available for claim through the State Controller’s Office.

5. Based on the attached address verification or our internal records, Exhibit C, DCSS has concluded that UNCLAIMED PROPERTY OWNER and NONCUSTODIAL PARENT are the same person.

6. Per Ca. Fam. Code § 17529(a) (1), a support lien arises against all personal property, by operation of law, for all amounts of overdue support.

7. DCSS is informed and believes that a lien was in effect prior to the UNCLAIMED PROPERTY was submitted to the State Controller’s Office.

8. DCSS is therefore entitled to claim UNCLAIMED PROPERTY towards satisfying NONCUSTODIAL PARENT’s unpaid support obligations.

Should you need any additional information, please contact Stephanie Moore at Child Support Attorney.

DATE:
Receipt of Claim

SCO will process claims and reassign to their legal team. There is a system generated receipt of claim letter mailed to verify the claim has been received.
Approval/Denial Letter

Once the Legal Team at the SCO processes the claim, LCSA will receive an approval/denial letter informing them whether claim will be paid or denied and the reason. (If there is a correction that needs to be made for claim to be processed correctly the letter will identify this).
Payment Received!
Improving collections throughout child support

Please be sure to complete the session evaluation.
2016 Annual Child Support Training Conference & Expo

Piecing it all Together

May 3–5, 2016 » Garden Grove, California

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA
Successful Collection Strategies

Amy Miragliotta
Child Support Manager
County of San Diego
San Diego Caseload Facts

- Spans more than 4,500 square miles
- Population 3,095,313
- San Diego DCSS caseload
  - 70,000 cases
  - Current Assistance - 21%
  - Former Assistance - 46.3%
  - Never Assisted - 32.7%
  - Branch Offices
Family Centered Services Court – San Diego

- Why
- Goal / Expectations
- Process of Creating the Project
Target Population

- Current license suspension (revocation report with the understanding that San Diego DCSS may not have the license on hold)
- No payments w/in the last 4 months
- NCP contact w/in the past 18 months
- NCP lives in San Diego County
- Exclude any one time payments from: FTB, IRS or Liens
- Exclude: BK cases, cases flagged for closure, enforcement suppressed and NCP incarcerated
- Active address and/or email
<table>
<thead>
<tr>
<th>Ongoing Support</th>
<th>Arrears Only</th>
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</thead>
<tbody>
<tr>
<td><strong>Breakdown of Payments</strong></td>
<td><strong>Breakdown of Payments</strong></td>
</tr>
<tr>
<td>18% - Never Paid</td>
<td>44%- Paid in FFY 13-14</td>
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<tr>
<td>41% - Paid in 2014</td>
<td>56%- Paid sometime between 2008-2013 (Not in FFY 13-14)</td>
</tr>
<tr>
<td>40% - Paid sometime between 2009-2013</td>
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<tr>
<td><strong>Breakdown of Ongoing Support Due</strong></td>
<td><strong>Breakdown of Arrears Due</strong></td>
</tr>
<tr>
<td>9% - $24.00-$100.00</td>
<td>3% - $518.00-$1000.00</td>
</tr>
<tr>
<td>26% - $101.00-$250.00</td>
<td>8% - $1001.00-$2500.00</td>
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<td>48% - $251.00-$500.00</td>
<td>10% - $2501.00-$5000.00</td>
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<td>17% - $501.00-$2449.00</td>
<td>14% - $5001.00-$10000.00</td>
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<td>26% - $10,001.00-$25,000.00</td>
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<tr>
<td></td>
<td>19% - $25,001.00-$50,000.00</td>
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<tr>
<td></td>
<td>6% - $100,001.00-$324,000.00</td>
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Behind the Scenes

- Collaboration
- Court/Legal
- Schedule
- IED Link
- Reminder Email
- Dads Corps
NOTICE OF COURT HEARING REGARDING LICENSE SUSPENSION

Our records indicate that you have not complied with the Court’s order to pay support in your case and as a result, you are delinquent on your child support obligation. Your failure to pay support as ordered has resulted in your driver’s license being suspended pursuant to Family Code Section 17520.

In order to obtain a release of your license, an ex parte court hearing has been scheduled as follows:

When:  «Appr_Day», «Appr_Date», «Appr_Time»
Where:  «Downtown Address CHS», «Dept. 43»

A copy of the Ex Parte Application and Order – Family Law form is included with this notice.

Prior to your hearing, you will have the opportunity to discuss the release of your license with a DCSS representative. This representative will be able to assist you in preparing a motion to modify your support obligation, should it be warranted. If you have been unable to pay due to unemployment, representatives from Dads Corp will be available to assist you, as well. Dads Corp offers assistance in providing individualized support in job readiness, placement, and career enhancement.

You have the right to have an attorney present with you at the appointment, although one is not required.

Failure to appear at the above date and time will result in your case being referred to the Legal Division for further enforcement action.

Bring this letter to your appointment.
Bring any documents related to your income.
Bring cash or a credit card and be prepared to make your monthly payment.

Please confirm your appearance by contacting «CSO Name» at «Phone#» one week prior to your scheduled hearing.

Sincerely,

Robert L. Lafer, Chief Legal Counsel
Day of the Project

- What Happened?
- NCP Reaction
- Staff
- Court
- Dads Corps Partner
## Show Rate and Day of Payments

|----------|-----------|
| • 67 customers came in  
• 33 NCPs made payments  
• Day of $1524.25 was collected  
• 32 met with Dads Corps and scheduled one-on-one appointments for job training and placement  
• 12 proceeded to court for a release | • 57 customers came in  
• 28 NCPs made payments  
• Day of $1,736 was collected (this doesn’t include any promises to pay at a future date)  
• 23 met with Dads Corps and scheduled one-on-one appointments for job training and placement  
• 6 NCPs to court (1 had 2 cases) |

Total Collections through 9/18/2015 from date of mailing $7626.42
Follow Up

• Case Management Tool Dates
• Last Log List
• What has happened since the project?
• Total dollars collected?
## Collections

<table>
<thead>
<tr>
<th>Month</th>
<th>Collections</th>
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<tbody>
<tr>
<td>September – January</td>
<td>$ 33,581.28</td>
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Case Analysis

Stern Event Case Analysis (114 Cases)

Made REG Payment in same Month?

- Yes: $2,855,54
- No

Overall Arrears Decrease?

- Before: $1,119,825.28
- Currently: $1,090,697.68

FPM3 Change (FFY 1415-1516)

- Avg. 1415 FPM3: 0.06%
- Avg. 1516 FPM3: 19.85%

FFY Arrears Distributed (1415 All- 1516-Current)

- 1415 Line 27: $29,75
- 1516 Line 27: $4,835.29

2016 Annual Child Support Training Conference & Expo
DCSS: In Your Neighborhood

• Outreach Project
• Why
• Process
• Goals
## DCSS: In Your Neighborhood

<table>
<thead>
<tr>
<th>Month</th>
<th># of Current Participants</th>
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</thead>
<tbody>
<tr>
<td>April – January</td>
<td>124</td>
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</tbody>
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- General Questions
- Modifications
- Change of Custody
- COAP
- STIP
- Payments
- Out of County Cases
- Case Openings
- Closures
- Interstate
- Arrears Questions
- Language Line
Additional Enforcement Outreach Projects

[Image of American flag with soldiers]

[Image of hands with text: helping the homeless]

[Image of legal text]

[Image of cartoon character in jail]

2016 Annual Child Support Training Conference & Expo
2016 Annual Child Support Training Conference & Expo

Amy Miragliotta
amy.miragliotta@sdcounty.ca.gov
619-578-6261

Please be sure to complete the session evaluation.
Piecing it all Together

www.csdaca.org

Child Support Directors Association of California