



# Credential Information Alert

**DATE: March 24, 2014**

**NUMBER: 14-10**

**SUBJECT: Changes to the State License Match System (SLMS) Reinstatement Process**

## **Summary:**

This Credential Information Alert (CIA) provides instructions on the process for educators whose documents have been suspended for being out of compliance with a child support agreement known as the State Licensing Match System Match (SLMS). Effective as of the date of this CIA, the Commission will no longer require an application and processing fee to reinstate a suspended document(s) due to a SLMS match if the document has not expired during the time of the suspension. In addition, the Commission is distributing the SLMS Bulletin to all interested parties.

## **Key Provisions:**

The Department of Child Support Services (DCSS) sends encrypted tapes to the Commission identifying individuals who are delinquent with their child support payments. The Commission does not receive a notification for those out of compliance for less than four months.

- 1) The monthly tape is compared to all individuals in our system. If an educator is delinquent four months or more, a 150-Day "*Notice of Intent to Suspend*" notice is sent.
- 2) The weekly tape is sent to the Commission identifying educators who are chronically delinquent or have failed to comply with special arrangements made with the DCSS. These educators will be sent a 30-Day "*Notice of Intent to Suspend*" notice.

When data from DCSS matches a credential holder, a 150 or 30 day "*Notice of Intent to Suspend*" is mailed directly to the educator from the Commission requesting the educator to make arrangements to pay child support. Educators who receive either notice must contact the County DCSS listed on the notice to obtain a release. Note that the educator's document(s) remain valid during the *Notice* time period. If the educator becomes compliant with the support order, the appropriate child support agency sends the Commission a written SLMS Release by fax or postal mail. The Notice of Intent will not terminate until a SLMS release is obtained. The Commission will process releases within five business days as specified in law. The Commission cannot accept releases sent from the educator or an employer.



If an educator fails to take appropriate action within the designated timeframe listed on the suspension notice (150 or 30 days), their document(s) is suspended. Below is an example of how a document that has been suspended under SLMS will show on the Commission's website.

	Document Number	Document Title	Term	Status
>	110119089	Pupil Personnel Services Credential	Clear	Suspended - State Licensing Match System

### *Credential Holders*

There are four categories of non-compliance with a support order under SLMS:

Category	CTC Action
1) Out of compliance for more than four months	Send 150 Day Notice of Intent to Suspend <i>Exception- not eligible for renewal within six month or not if license is subject to annual renewal</i>
2) Out of compliance, obtains Release from DCSS but out of compliance again	Send 30 Day Notice of Intent to Suspend
3) Out of Compliance, credential holder with application in process	Issuance of a 150 Day Temporary Document plus 150 Day Notice of Intent to withhold issuance or renewal
4) Out of Compliance, first time application in process	Issuance of a 150 Day Temporary Document plus 150 Day Notice of Intent to withhold issuance

### *Application in Process*

When a match is identified for an educator with an application in process, as in numbers 3 and 4 above, a 150-day Temporary Credential is issued and a 150-Day "Notice of Intent to Suspend" is mailed. If a release is received at the Commission, a new document with the remaining time will be issued.

Sometimes a release is received and processed and if the person does not remain compliant with the support order (as in number 2 above), a new SLMS match and suspension letter will be mailed as soon as five weeks.

The document reinstatement processes are as follows:

- A) If the Commission received the release directly from DCSS and the document(s) that was suspended has not expired, the Commission will terminate the suspension of the document(s) within five business days after receiving the release. No other action will be required of the educator.
- B) If the Commission receives the release directly from DCSS and the document(s) that was suspended has expired, the Commission cannot renew the document(s). The educator will need to submit an application form and fee to renew the document(s).



After receipt of the County DCSS release, the information is keyed into the Commission's data base and a "Release Confirmation Letter" is mailed to the educator. When the information is keyed into the Commission's database, the public look up will show the credential is valid. The educator and employer can view current document(s) status on the Commission's website and any one of the search options available through the "Search for an Educator" tab located at <http://www.ctc.ca.gov/credentials/online-services/default.html>. An educator may receive a match from more than one county DCSS and must obtain a release from each of the county DCSS offices.

Be aware that not all valid documents will be suspended at one time. For those out of compliance for more than four months (as noted in 1 above), if a document is not eligible for renewal within six months from the date of the SLMS match, it is not subject to suspension.

#### *SLMS Bulletin*

The Commission has reinstated the monthly SLMS Bulletin that is electronically sent by email listing monthly SLMS suspensions and reinstatements. At times a release may be received after the bulletin has been emailed. The official record of a credential status can be found on the Commission's website by using the "Search for an Educator" feature noted above. To receive the monthly SLMS bulletin, submit an email request to [slms@ctc.ca.gov](mailto:slms@ctc.ca.gov) including name and email address. Access to the SLMS suspension/reinstatement information is only available to employers to carry out business needs and password protected. The password is the same as used to access the All-Points Bulletin (APB).

#### **Background**

The Commission has participated in the SLMS program since October 1, 1993. The program prevents a parent who fails to pay court ordered child support from being issued an initial document or renewing an existing document without first paying or making an agreement to pay court ordered child support. Additionally, the program requires the Commission to suspend any valid document(s) held in the event a parent released from non-compliance subsequently falls out of compliance with their child support payments.

#### **Source:**

Family Code Section 17520(a)(5)

#### **References:**

Credential Information Guide- SLMS Information:

<http://www.ctc.ca.gov/credentials/cig2/files/employers-SLMS.pdf>

#### **Contact Information:**

SLMS Unit by email at [slms@ctc.ca.gov](mailto:slms@ctc.ca.gov)