

Language Access Plan

CALIFORNIA
CHILD SUPPORT SERVICES

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Introduction

As part of ensuring meaningful access to programs and services, the California Health and Human Services Agency (CalHHS) adopted a Language Access Policy on May 22, 2023, which requires each CalHHS department or office's programs to develop a Language Access Plan. The goal of this work is to ensure that CalHHS and its departments and offices provide meaningful access to information, programs, benefits, and services to people with limited English proficiency (LEP) and ensure that language is not a barrier to accessing vital health and social services.

This document is the California Department of Child Support Services' Language Access Plan. In developing this Plan, we have reviewed our programs and services for the public, the ways we communicate with members of the public and the people we serve, and how we currently provide information and services in languages other than English.

Department Programs and Services

California Department of Child Support Services

Our Mission: Promote parental responsibility to enhance the well-being of children by providing child support services to establish parentage and collect child support.

The programs and services we provide to the public or our target service population are:

The California Department of Child Support Services oversees a network of 47 local child support agencies that provide services to the general public at the county level. Having a case with Child Support Services creates a record of all child support payments, provides a neutral go-between for parents, and can help both parents avoid court and assist with navigating the child support system. Child Support Services staff act in the public interest and do not represent either side of a child support case.

While most services are provided directly by the local child support agencies, individuals can file an application/enroll directly through the California Department of Child Support Services website, call the California Department of Child Support Services call center to make a complaint and get answers to general questions, and get routed to a local child support agency. This plan addresses DCSS's steps to provide language access in our direct contacts with the public and does not address the language access services provided by local child support agencies.

In planning for how to provide meaningful language access moving forward, the California Department of Child Support Services reviewed the following four factors for each of our programs:

1. Number or proportion of LEP persons eligible to be served or likely to be encountered by the program or service;
2. Frequency with which LEP individuals come into contact with the program;
3. Nature and importance of the program, activity, or service; and
4. Resources available to our department and costs of language services.

We have also considered the specific requirements in the CalHHS Language Access Policy.

Please note that this plan does not address, the California Department of Child Support Services' process for conducting or reporting on the biennial language survey required under the Dymally Alatorre Bilingual Services Act.

Providing Notice to People with LEP and Identifying Language Preference

This section includes how the California Department of Child Support Services will notify the public about available language access services. Below is a check list of tools the California Department of Child Support Services may use to notify the public of these services.

- "I Speak" cards or posters at public reception desks
- Translated notices in public waiting areas in the following languages:
 - Spanish, Chinese, Tagalog, Vietnamese, Korean
- Translated taglines on English language forms
- Translated taglines on department program websites
- Other:

California Department of Child Support Services ensures that the public receives services in their preferred language through several methods. Language preferences are identified and documented on applications for services, over the phone by trained staff, and continuously updated in the Child Support Enforcement electronic system (CSE).

Language Services

This section includes the actions the California Department of Child Support Services will take to provide information and services in languages other than English.

Direct In-Language Communication

- DCSS has certified bilingual staff to communicate with customers in Spanish. Once it is determined that the customer's preferred language is Spanish, only bilingual staff members communicate with them.

Only certified bilingual staff are permitted to communicate with the public in languages other than English.

- DCSS conducts bilingual testing for staff utilizing a vendor with appropriate qualifications as described in the CalHR manual.

Interpretation

- DCSS utilizes Language Link which is a service that allows us to access professional interpreters in real-time, ensuring effective communication with customers who speak languages other than English including ASL. Public facing staff are provided with training and instructions to utilize this service.
- DCSS utilizes Language Link for interpretation services.

Translation

- Vital documents are vital to program access and include critical outreach materials explaining the availability of services; program applications; notices regarding eligibility or benefits; notices regarding any actions taken; notices about participant rights and responsibilities; information about the availability of free language assistance services and hearing notices. The list of DCSS's vital documents can be found in the table at the end of this document.
- The Office of Equity (OE) is responsible for DCSS' translation services. OE will coordinate with the vendor for translating official State of California documents, including forms, letters, publications, website content, or other written materials, as needed. Once vendor is procured, vital

documents will be translated into Spanish, Chinese, Tagalog, Vietnamese and Korean.

- DCSS developed a new introductory page including basic information about the department and will translate that into the required languages. This will also include taglines in the threshold languages advising of the availability of free oral interpretation services and written translations of English-language content. The main landing page will also include an ASL video clip describing the department and advising of the availability of free sign language interpretation services.
- DCSS has certified bilingual staff who can respond to written communications in Spanish. If the written communication is in a language that we do not have certified bilingual staff for, DCSS utilizes a vendor to translate.

Training Staff

This section includes information on how the California Department of Child Support Services' staff are trained to provide language access services to the public.

Training Plan

Language access training will be provided to all current public-facing employees no later than December 1, 2024, and at least annually thereafter. New staff hired into public contact positions will receive language access training within their first 6 months of employment. Training topics include:

- CalHHS Language Access Policy
- Identification of Language Needs
- Determining Customer's Preferred Language
- Utilizing Language Link
- Translation of Documents
- Glossary
- Resources

Monitoring and Updating LAP

This section describes how the California Department of Child Support Services will monitor language access services and update this Language Access Plan at least every two years. This information will ensure that the California Department of Child Support Services is compliant with the CalHHS Language Access Policy and address processes and procedures being used to deliver meaningful language access to members of the public and recipients of services.

California Department of Child Support Services will create a monitoring program or process to ensure implementation of details included in the Language Access Plan. This process will entail:

- ☒ Assessing training effectiveness
 - ☒ Identification of training needs
 - ☒ Assessing training effectiveness
 - ☒ Assessing employee awareness of language access policies and procedures
 - ☒ Assessing effectiveness of interpretation and translation services
 - ☒ Check-in with community partners and stakeholders
 - ☒ Tracking costs of providing language access services
 - ☒ Data collection
- Identifying amount and type of language services (interpreter services, sight translations) available to consumers by program.

Every two years, CalHHS will generate and update the list of minimum threshold languages for the translation of vital documents and essential web content. Consistent with CalHHS Policy, the California Department of Child Support Services' Language Access Plan will be reviewed, revised if necessary, and resubmitted to CalHHS every two years. Revisions will address any changes in the Title VI four-factor analysis; whether existing policies and procedures are meeting the needs of LEP individuals; whether staff is sufficiently trained; and whether identified resources for assistance are up-to-date, available, accessible, and viable.

Reevaluations will incorporate, as appropriate, new programs, new legal requirements, additional vital documents, and community input on the Language Access Plan.

Complaint Process

Members of the public or recipients of services should direct complaints regarding language access to:

Complaint Process Contact Name: The DCSS Office of Civil Rights
Phone / Email: dcsdocr@dcss.ca.gov

Document List

The following is a list of the California Department of Child Support Services' vital documents. Included are the five languages required by the CalHHS Language Access Policy. Included are any others identified as threshold languages pursuant to analyses under Title VI, Dymally-Alatorre and any program-specific language access laws.

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0018	Incarcerated Parent's Request to Review Child Support	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0021	Child Support Compromise of Arrears Program Custodial Party's Statement of Rights	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0024	Notification of Incomplete Application for Child Support Debt Reduction Program	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0026	Compromise Information Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0027	Application for Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0028	Eligibility for Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0029	Denial of Application for Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0030	Temporary Suspension of Collection and	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
	Enforcement - Family Reunification						
DCSS 0035	Debt Reduction Agreement	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0037	Notice of Rescission of Child Support Debt Reduction Agreement	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0041	Appointment Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0042	Parentage Questionnaire Cover	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0043	Notice of Denial of Child Support Debt Reduction Program	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0044	Court Date Continuance Notice (Criminal)	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0047	Case Opening Response	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0048	Family Violence Questionnaire	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0049	Family Violence Questionnaire Cover	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0050	Family Violence Questionnaire (Insufficient Information)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0051	Family Violence Nondisclosure of Information Granted	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0053	Visitation Verification	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS-0054	Health Insurance Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0055	Request for Support Services	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0057	Application for Support Services (Cover)	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0060	Information Request To Person Ordered To Receive Support	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0063	Attestation Statement	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0064	Notice of Child Support Services Program	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0069	Child Care Verification	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0070	Case Opened/Reopened (NCP Request)	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0072	PRS/PPS Inquiry Response	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0085	Appointment Notice - Rescheduled	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0089	Genetic Testing Appointment Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0095	Parentage Questionnaire	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0096	CP Lost Contact Letter	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS-0099	Notice to be Served	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0117	Important Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0118	Notice and Acknowledgement of Receipt for Summons and Complaint Cover	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0125	Health Insurance Coverage Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0132	Health Insurance Hearing Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0136	Record Update	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0157	Change of Custody	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0161	Repaying Overpayments	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0169	Health Insurance Unavailable	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0170	Health Insurance Availability Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0177	Service of Notice Regarding Payment of Support	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0196	Free Form Correspondence	✓	Pending	Pending	Pending	Pending	Pending
DCSS-0202	Mistaken Identity	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS -0229	Review & Adjustment Results	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0237	Consumer Credit Report Notification	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0282	Review & Adjustment Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0284	Child Support Warning Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0290	Incomplete Review and Adjustment Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0291	Notice of Review	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0292	Review & Adjustment Termination Notice (No Locate)	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0306	License Revocation Warning	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0307	Compromise Request - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0308	Welfare Department - Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0313	State Licensing Release Agreement	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0349	Mistaken Identity Confirmation Statement	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0350	Mistaken Identity Denial	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS -0355	Bench Warrant Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0361	Statement of Obligor's Rights and Procedures Regarding a National Medical Support Notice (NMSN) or Health Insurance Assignment Order	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0362	Medical Insurance Choice - Custodial Party	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0373	Simplified Application for Child Support Services	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0386	Servicemembers Civil Relief Act	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0424	Appointment Cancellation Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0432	Voluntary Case Closure Request	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0478	PPS Health Insurance Unavailable	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0511	NCP Request for Case Closure Cover Letter	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0512	NCP Request for Case Closure	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0561	Notice - No Health Insurance in Support Order	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS -0569	Declaration of Support Payment History	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0575	Notice to Applicant - Application Processed Manually	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0642	Complaint Resolution - State Hearing Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0652	Passport Denial Letter to PPS	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0664	Annual Service Fee Assessment Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0669	Credit Reporting Dispute Response	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0675	Credit Reporting Dispute Claim	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0678	Certification of Annual Service Fee Exemption	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0722	Affidavit of Non-Disclosure	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0733	Notice of Proposed Administrative Adjustment of Child Support Account	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0734	Notice of Account Adjustment	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0735	Notice of Account Reinstatement	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0736	Objection of Administrative	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
	Adjustment of Child Support Account						
DCSS -0749	Participant Responsibility to Protect Confidential Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0752	Child Support Debt Reduction Program Application	✓	Pending	Pending	Pending	Pending	Pending
DCSS -0758	Affidavit of Non-Disclosure Cover Letter	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0759	Electronic Payment Exemption Request	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0761	Language Access Complaint Form	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0909	Voluntary Declaration of Parentage (VDOP)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0915	California Voluntary Declaration of Parentage (VDOP) Recission	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0918	Request for a Certified Copy of a Filed Voluntary Declaration of Parentage (VDOP)	✓	Pending	Pending	Pending	Pending	Pending
LCR 001	Request for Complaint Resolution	✓	Pending	Pending	Pending	Pending	Pending
SH 001	Request for State Hearing	✓	Pending	Pending	Pending	Pending	Pending