



2026 LANGUAGE ACCESS PLAN

California Department of Child Support Services

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Table of Contents

Introduction	2
Department Programs and Services.....	2
Language Access Requirements	3
Providing Notice to People with LEP and Identifying Language Preference	3
Language Services	4
Training Staff	6
Monitoring and Updating the LAP	7
Complaint Process	9
Vital Document List (last revised January 2026).....	10

Introduction

To ensure meaningful access to programs and services, the California Health and Human Services Agency (CalHHS) adopted a Language Access Policy (Policy) on May 22, 2023. This Policy requires each CalHHS department or office to develop a Language Access Plan (LAP). The purpose of these plans 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), so that language is not a barrier to vital health and social services.

A revised [Policy](#) was issued on October 17, 2025.

The California Department of Child Support Services (DCSS) has updated its LAP in compliance with the policy revisions. In developing this LAP, the department has reviewed its programs and services for the public, the ways the department communicates with members of the public and the people the department serves, and how the department currently provides information and services in languages other than English. The department finds that the existing policies and procedures are continuing to meet the needs of LEP individuals, staff are accurately trained, and that our identified language assistance services are current, accessible, and effective.

Department Programs and Services

The DCSS' mission is: 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:

DCSS oversees a network of 47 local child support agencies that provide services to the 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 DCSS' website, call DCSS'

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' 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.

Language Access Requirements

In planning for how to provide meaningful language access, DCSS used the Five Factor Analysis¹ review each of our programs:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or service;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance to people's lives of the program, activity, or service provided;
4. The significance of communication to an individual's ability to access or be served by the program, activity, or service provided; and
5. The resources available to our department and costs of language services.

We have also considered the specific requirements in the CalHHS Language Access Policy and any other program-specific laws or requirements.

Please note that this plan does not address DCSS' 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 DCSS will notify the public about available language access services and how to identify language preferences. Below is a check list of tools DCSS may use to notify the public of these services.

- ☐ "I Speak" cards or posters at public reception desks

¹Section 14101 of Title 2 of the California Code of Regulations

- ☐ 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:

DCSS 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 DCSS 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 verbally and in writing with them. In addition, DCSS staff utilize a certified translation vendor, called Advantpage, Inc., to provide translations by phone to those who call in and need translations services provided in their language. Only certified DCSS and Advantpage 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. This process described aligns with [CalHR Human Resources Manual, Section 1003 – “Language Proficiency Scoring - Bilingual Position Qualification”](#)

Interpretation

For all languages other than Spanish, Advantpage is a service that allows us to access professional interpreters in real-time, ensuring effective communication with customers who speak languages other than English. Public-facing staff are provided with training and instructions to utilize this service.

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' vital documents can be found on the table at the end of this document. DCSS' vital documents are also found on the public website located on the Language Access page: <https://childsupport.ca.gov/languageaccess/>.

The Office of Impact is responsible for DCSS' translation services. The Office of Impact coordinates with the vendor for translating official DCSS documents, including forms, letters, publications, website content, or other written materials, as needed. These vital documents, at this time, are translated into Chinese Simplified, Chinese Traditional, Korean, Spanish, Tagalog, and Vietnamese.

Translations of DCSS' essential website content can be found on the Language Access page linked at the bottom of the department's website. This includes information about the department, notice of the availability of free interpretation and translation services and links to translated forms in the top five threshold languages. In addition, the entire website may be translated using Google Translate by clicking the globe icon located at the top right of the webpage. Once selected, users can choose their preferred language, and the website's information will automatically be translated into that language, though this content has not been reviewed by a qualified human reviewer and therefore accuracy cannot be guaranteed. Additionally, the main website landing page also includes an ASL video clip describing the department and advising on the services that the department provides.

When translating vital documents or essential website content, if machine or Artificial Intelligence (AI) translation tools are used during any part of the translation workflow, the resulting translations must be reviewed for accuracy and quality by a qualified human reviewer before finalization or reaching its intended audience. DCSS has qualified human reviewers who are bilingual staff (at local child support agencies and the department) to ensure the accuracy and appropriateness of translations completed by machine or AI translation tools. These staff members are deemed as qualified human reviewers as they meet the following criteria:

- DCSS staff who serve as qualified human reviewers have demonstrated proficiency in the language, the ability to understand the complexity of the material being translated, or documented qualifications through CalHR or agency-specific bilingual certification processes. Their past performance in translation and translation-review tasks is verified through feedback from supervisors or other bilingual staff who have previously evaluated the accuracy and quality of their work.
- These staff members are responsible for reviewing all DCSS produced documents that have been translated using machine or AI translation tools. They conduct a detailed review to confirm that the translation accurately reflects the meaning, tone, and intent of the original text. If any errors, inconsistencies, or cultural appropriateness issues are identified during the review, DCSS' Office of Impact and Program Innovation teams make the necessary corrections per the recommendations made by the qualified human reviewer(s). The revised document(s) is then returned to the qualified human reviewer for a final accuracy check. Only after the qualified human reviewer confirms the translation is accurate and complete is the DCSS document approved and made available to the public.
- If DCSS needs any department documents translated into a language for which the department does not have certified bilingual staff and/or qualified human reviewers, DCSS uses the CalHHS contracted translation vendor. This ensures that all translations - regardless of language - are completed accurately, professionally, and in compliance with state standards.

Training Staff

This section includes information on how DCSS staff are trained to provide language access services to the public.

Training Plan

Public Facing Employees

Language access training is provided to all public-facing employees via Blackboard at least once per year. New staff hired into public contact positions receive language access training within their first six months of employment.

Training topics include:

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

All Employee-Language Access Services Training

This section describes DCSS' plan for training all other employees/non-public facing employees.

Language access training is provided to all employees, including non-public facing employees and those employees who are not public facing but are involved in written communication to the public, development, maintenance of department websites, etc. Training topics for non-public facing employees will include:

- CalHHS Language Access Policy
- How Language Access Effects Non-Public Facing Employees
- Translation of Documents
- Glossary
- Resources

Monitoring and Updating the LAP

This section describes how DCSS's staff and the Office of Impact will monitor language access services and update this LAP at least every two years. This information will ensure that DCSS 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.

DCSS has created a monitoring process to ensure implementation of details included in the LAP. This process entails:

☒ Assessing training effectiveness

- The Office of Impact reviews post-training evaluations, analyzes participant feedback, and monitors whether staff are applying language access procedures correctly in their day-to-day work.

☒ Identification of training needs

- The Office of Impact conducts assessments of staff knowledge and identifies gaps based on observed service trends, staff inquiries, and compliance findings.

☒ Assessing employee awareness of language access policies and procedures

- The Office of Impact administers staff surveys, reviews case interactions, and monitors operational practices to ensure employees understand and follow language access requirements.

☒ Assessing effectiveness of interpretation and translation services

- The Office of Impact along with other DCSS staff members review service usage data, evaluates interpreter/translation vendor performance, and gathers feedback from staff and the public to determine whether services are timely, accurate, and effective.

☒ Check-in with community partners and stakeholders

- The Office of Impact works with DCSS staff to gather feedback regarding language access barriers and service quality.

☒ Data collection

- The Office of Impact works with DCSS staff to gather and analyze data on language services usage, preferred languages, and service delivery patterns to support continuous improvement.

Every two years, CalHHS updates the list of minimum threshold languages for the translation of vital documents and essential web content. Consistent with CalHHS Policy, the DCSS LAP will be reviewed, revised if necessary, and resubmitted to CalHHS every two years. Revisions will address any changes in the Five 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 LAP.

Complaint Process

Members of the public or recipients of services should direct complaints regarding language access to the Office of Civil Rights at dcssocr@dcss.ca.gov.

Vital Document List (last revised January 2026)

The following is a list of DCSS' vital documents. The documents shown with a checkmark are the vital documents that have been translated and made available to department staff and staff at the local level. Included are the five languages required by the CalHHS Language Access Policy – these are identified as threshold languages pursuant to analyses under the Five Factor Analysis, 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	✓	✓	✓	✓	✓	✓
DCSS 0021	Child Support Compromise of Arrears Program Custodial Party's Statement of Rights	✓	✓	✓	✓	✓	✓
DCSS 0024	Notification of Incomplete Application for Child Support Debt Reduction Program	✓	✓	✓	✓	✓	✓
DCSS 0026	Compromise Information Family Reunification	✓	✓	✓	✓	✓	✓
DCSS 0027	Application for Compromise - Family Reunification	✓	✓	✓	✓	✓	✓
DCSS 0028	Eligibility for Compromise - Family Reunification	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0029	Denial of Application for Compromise - Family Reunification	✓	✓	✓	✓	✓	✓
DCSS 0030	Temporary Suspension of Collection and Enforcement - Family Reunification	✓	✓	✓	✓	✓	✓
DCSS 0035	Debt Reduction Agreement	✓	✓	✓	✓	✓	✓
DCSS 0037	Notice of Rescission of Child Support Debt Reduction Agreement	✓	✓	✓	✓	✓	✓
DCSS 0041	Appointment Notice	✓	✓	✓	✓	✓	✓
DCSS 0042	Parentage Questionnaire Cover	✓	✓	✓	✓	✓	✓
DCSS 0043	Notice of Denial of Child Support Debt Reduction Program	✓	✓	✓	✓	✓	✓
DCSS 0044	Court Date Continuance Notice (Criminal)	✓	✓	✓	✓	✓	✓
DCSS 0047	Case Opening Response	✓	✓	✓	✓	✓	✓
DCSS 0048	Family Violence Questionnaire	✓	✓	✓	✓	✓	✓
DCSS 0049	Family Violence Questionnaire Cover	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0050	Family Violence Questionnaire (Insufficient Information)	✓	✓	✓	✓	✓	✓
DCSS 0051	Family Violence Nondisclosure of Information Granted	✓	✓	✓	✓	✓	✓
DCSS 0053	Visitation Verification	✓	✓	✓	✓	✓	✓
DCSS 0054	Health Insurance Information	✓	✓	✓	✓	✓	✓
DCSS 0055	Request for Support Services	✓	✓	✓	✓	✓	✓
DCSS 0057	Application for Support Services (Cover)	✓	✓	✓	✓	✓	✓
DCSS 0060	Information Request to Person Ordered to Receive Support	✓	✓	✓	✓	✓	✓
DCSS 0063	Attestation Statement	✓	✓	✓	✓	✓	✓
DCSS 0064	Notice of Child Support Services Program	✓	✓	✓	✓	✓	✓
DCSS 0069	Child Care Verification	✓	✓	✓	✓	✓	✓
DCSS 0070	Case Opened/Reopened (NCP Request)	✓	✓	✓	✓	✓	✓
DCSS 0072	PRS/PPS Inquiry Response	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0085	Appointment Notice - Rescheduled	✓	✓	✓	✓	✓	✓
DCSS 0089	Genetic Testing Appointment Notice	✓	✓	✓	✓	✓	✓
DCSS 0095	Parentage Questionnaire	✓	✓	✓	✓	✓	✓
DCSS 0096	CP Lost Contact Letter	✓	✓	✓	✓	✓	✓
DCSS 0099	Notice to be Served	✓	✓	✓	✓	✓	✓
DCSS 0117	Important Notice	✓	✓	✓	✓	✓	✓
DCSS 0118	Notice and Acknowledgement of Receipt for Summons and Complaint Cover	✓	✓	✓	✓	✓	✓
DCSS 0125	Health Insurance Coverage Information	✓	✓	✓	✓	✓	✓
DCSS 0132	Health Insurance Hearing Notice	✓	✓	✓	✓	✓	✓
DCSS 0136	Record Update	✓	✓	✓	✓	✓	✓
DCSS 0157	Change of Custody	✓	✓	✓	✓	✓	✓
DCSS 0161	Repaying Overpayments	✓	✓	✓	✓	✓	✓
DCSS 0169	Health Insurance Unavailable	✓	✓	✓	✓	✓	✓
DCSS 0170	Health Insurance Availability Notice	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0177	Service of Notice Regarding Payment of Support	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0196	Free Form Correspondence	✓	✓	✓	✓	✓	✓
DCSS 0202	Mistaken Identity	✓	✓	✓	✓	✓	✓
DCSS 0229	Review & Adjustment Results	✓	✓	✓	✓	✓	✓
DCSS 0237	Consumer Credit Report Notification	✓	✓	✓	✓	✓	✓
DCSS 0282	Review & Adjustment Notice	✓	✓	✓	✓	✓	✓
DCSS 0284	Child Support Warning Notice	✓	✓	✓	✓	✓	✓
DCSS 0290	Incomplete Review and Adjustment Information	✓	✓	✓	✓	✓	✓
DCSS 0291	Notice of Review	✓	✓	✓	✓	✓	✓
DCSS 0292	Review & Adjustment Termination Notice (No Locate)	✓	✓	✓	✓	✓	✓
DCSS 0306	License Revocation Warning	✓	✓	✓	✓	✓	✓
DCSS 0307	Compromise Request - Family Reunification	✓	✓	✓	✓	✓	✓
DCSS 0308	Welfare Department - Compromise - Family Reunification	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0313	State Licensing Release Agreement	✓	✓	✓	✓	✓	✓
DCSS 0349	Mistaken Identity Confirmation Statement	✓	✓	✓	✓	✓	✓
DCSS 0350	Mistaken Identity Denial	✓	✓	✓	✓	✓	✓
DCSS 0355	Bench Warrant Notice	✓	✓	✓	✓	✓	✓
DCSS 0361	Statement of Obligor's Rights and Procedures Regarding a National Medical Support Notice (NMSN) or Health Insurance Assignment Order	✓	✓	✓	✓	✓	✓
DCSS 0362	Medical Insurance Choice - Custodial Party	✓	✓	✓	✓	✓	✓
DCSS 0373	Simplified Application for Child Support Services	✓	✓	✓	✓	✓	✓
DCSS 0386	Servicemembers Civil Relief Act	✓	✓	✓	✓	✓	✓
DCSS 0424	Appointment Cancellation Notice	✓	✓	✓	✓	✓	✓
DCSS 0432	Voluntary Case Closure Request	✓	✓	✓	✓	✓	✓
DCSS 0478	PPS Health Insurance Unavailable	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0511	NCP Request for Case Closure Cover Letter	✓	✓	✓	✓	✓	✓
DCSS 0512	NCP Request for Case Closure	✓	✓	✓	✓	✓	✓
DCSS 0561	Notice - No Health Insurance in Support Order	✓	✓	✓	✓	✓	✓
DCSS 0569	Declaration of Support Payment History	✓	✓	✓	✓	✓	✓
DCSS 0575	Notice to Applicant - Application Processed Manually	✓	✓	✓	✓	✓	✓
DCSS 0642	Complaint Resolution - State Hearing Information	✓	✓	✓	✓	✓	✓
DCSS 0652	Passport Denial Letter to PPS	✓	✓	✓	✓	✓	✓
DCSS 0664	Annual Service Fee Assessment Notice	✓	✓	✓	✓	✓	✓
DCSS 0669	Credit Reporting Dispute Response	✓	✓	✓	✓	✓	✓
DCSS 0675	Credit Reporting Dispute Claim	✓	✓	✓	✓	✓	✓
DCSS 0678	Certification of Annual Service Fee Exemption	✓	✓	✓	✓	✓	✓
DCSS 0722	Affidavit of Non-Disclosure	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0733	Notice of Proposed Administrative Adjustment of Child Support Account	✓	✓	✓	✓	✓	✓
DCSS 0734	Notice of Account Adjustment	✓	✓	✓	✓	✓	✓
DCSS 0735	Notice of Account Reinstatement	✓	✓	✓	✓	✓	✓
DCSS 0736	Objection of Administrative Adjustment of Child Support Account	✓	✓	✓	✓	✓	✓
DCSS 0749	Participant Responsibility to Protect Confidential Information	✓	✓	✓	✓	✓	✓
DCSS 0752	Child Support Debt Reduction Program Application	✓	✓	✓	✓	✓	✓
DCSS 0758	Affidavit of Non-Disclosure Cover Letter	✓	✓	✓	✓	✓	✓
DCSS 0759	Electronic Payment Exemption Request	✓	✓	✓	✓	✓	✓
DCSS 0761	Language Access Complaint Form	✓	✓	✓	✓	✓	✓
DCSS 0909	Voluntary Declaration of Parentage (VDOP)	✓	✓	✓	✓	✓	✓
DCSS 0915	California Voluntary Declaration of Parentage (VDOP) Recission	✓	✓	✓	✓	✓	✓

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0918	Request for a Certified Copy of a Filed Voluntary Declaration of Parentage (VDOP)	✓	✓	✓	✓	✓	✓
LCR 001/ DCSS 0001	Request for Complaint Resolution	✓	✓	✓	✓	✓	✓
SH 001	Request for State Hearing	✓	✓	✓	✓	✓	✓