

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Sacramento, CA 95741-9064



March 12, 2001

CSS LETTER NO. 01-07

TO: ALL IV-D DIRECTORS
ALL DISTRICT ATTORNEYS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL BOARD OF SUPERVISORS

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

SUBJECT: LOCAL CHILD SUPPORT AGENCY CUSTOMER SERVICE PLANS

I am writing to personally thank you for submitting your Customer Service Plan. As you know, the Department of Child Support Services (DCSS) is committed to making California's child support program the best in the nation. We believe providing consistent and excellent customer service is essential to the success of California's child support program.

We have demonstrated our commitment to improving customer service by allocating funding to the Local Child Support Agencies (LCSA) to develop and implement local customer service initiatives that address the needs of their customers.

We reviewed your customer plan for completeness. Based on our review, we have determined that your plan is complete and generally complies with the Customer Service Allocation Guidelines requirements as outlined in CSS letter No. 00-07 dated November 7, 2000.

As you may know, CSS letter No. 00-07, requires each county to implement their Ombudsperson Program within 90 days of the date of that letter. DCSS intends to use the local Ombudsperson as our point of contact with the LCSA for all issues related to the Customer Service Initiative. As such, a DCSS staff person will contact you and request that you provide us with the name, telephone number, e-mail address, and fax number of your Ombudsperson. We will be requesting this information within the next two weeks.

Please contact Francine Woods, Manager of the Customer and Community Services Branch, at (916) 464-5337 or by email at francine.woods@dcss.ca.gov if you have any questions regarding the Local Customer Services Initiative Plans and Annette Siler,

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Chief of the Financial Services Branch, at (916) 464-5150 or by email at annette.siler@dcss.ca.gov for questions regarding allocation or claiming of customer service related costs.

Sincerely,

CURTIS HOWARD
Assistant Deputy Director
Child Support Services Division