

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



April 24, 2007

CSS LETTER: 07-06

ALL IV-D DIRECTORS  
 ALL COUNTY ADMINISTRATIVE OFFICERS  
 ALL BOARDS OF SUPERVISORS

SUBJECT: COMPLAINT RESOLUTION PROCESS WHEN A COUNTY  
 TRANSITIONS FROM CASES/ARS TO THE CHILD SUPPORT  
 ENFORCEMENT SYSTEM

| <u>Reason for this Transmittal</u>  |   |
|-------------------------------------|---|
| <input type="checkbox"/>            | State Law or Regulation Change                  |
| <input type="checkbox"/>            | Federal Law or Regulation Change                |
| <input type="checkbox"/>            | Court Order or Settlement Change                |
| <input type="checkbox"/>            | Clarification requested by One or More Counties |
| <input checked="" type="checkbox"/> | Initiated by DCSS                               |

This letter provides the procedures for the complaint resolution process for local child support agencies (LCSAs) when they transition from CASES or ARS to the Child Support Enforcement (CSE) system since complaint resolution forms and functionality will not be released in CSE until post V.2. These instructions take effect as each county transitions to CSE and will continue until otherwise instructed.

Until post V.2, all complaint resolution forms that are currently being used in CASES and ARS will continue to be used by LCSAs but will not be generated by CSE. The Department of Child Support Services (DCSS) has developed editable PDF format versions of the complaint resolution forms listed below which are accessible through the LCSA secure website, <https://counties.dcss.ca.gov>.

In this environment, the uniform business process for LCSAs to follow is:

- All current complaint resolution and state hearing timeframe requirements, as specified in Title 22, California Code of Regulations (CCR) sections 120100 through 120222 and modified in CSS Letter 04-19, Workload Prioritization, must be met.
- LCSA staff shall document all complaint information in the Activity Log at the case level.
- LCSA staff shall complete the appropriate complaint resolution forms and print them to their local printer and mail the forms to the appropriate party.
- When complaint resolution forms are mailed out, LCSA staff shall use the DCSS 0196 Free Form Correspondence form generated within CSE as a cover letter.

- A copy of all Complaint Resolution and State Hearing forms and all other appropriate/supporting documentation, shall either be saved and uploaded into CSE through the Document Upload page at the case level or sent to Central Scan for archival.
- LCSA staff shall generate manual Complaint Resolution Action Needed tasks at the case level that are associated with the complaint resolution process and mandated timeframes as specified in Title 22, CCR, sections 120100 through 120222 and modified in CSS Letter 04-19, Workload Prioritization.
- LCSA staff shall continue to utilize the Complaint Resolution Tracking System (CRTS) to record and track complaints. For each complaint received by the LCSA, initial CRTS data entry is required to be completed within five (5) days after the complaint receipt date (LCSA Letter 02-10).
- For State Hearings, LCSA staff shall continue submitting a Position Statement and supporting documentation (Title 22, CCR, Section 120204) following current requirements. A copy of the Position Statement and supporting documentation shall be either saved and uploaded into CSE through the Document Upload page at the case level or sent to Central Scan for archival.
- List of forms in editable PDF format accessible through the LCSA secure website at <https://counties.dcss.ca.gov>:

| <u>PUB #</u> | <u>Version</u> | <u>Title</u>                                     |
|--------------|----------------|--|
| LCR001       | 12/01          | Request for Complaint Resolution                 |
| LCR002       | 10/01          | Request for Complaint Resolution Acknowledgement |
| LCR003       | 10/01          | Complaint Amendment                              |
| LCR004       | 10/01          | Complaint Transfer                               |
| LCR005       | 10/01          | Notice of Complaint Resolution Extension         |
| LCR006       | 10/01          | Notice of Complaint Resolution                   |
| LCR008       | 07/03          | State Hearing Compliance Report                  |
| SH001        | 10/01          | Request for State Hearing                        |

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If you have any questions or concerns regarding this matter, please contact the DCSS Program Policy Branch at (916) 464-5883. If you have additional policy questions, please send an email to [policy.branch@dcss.ca.gov](mailto:policy.branch@dcss.ca.gov).

Sincerely,  
/s/

BILL OTTERBECK  
Acting Deputy Director  
Child Support Services Division