

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



January 3, 2002

CSS LETTER: 01-33

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

SUBJECT: INTERIM REPLACEMENT LANGUAGE FOR THE MONTHLY
 STATEMENT OF COLLECTIONS AND DISTRIBUTION INSERT

The purpose of this letter is to provide local child support agencies (LCSAs) with interim replacement language for the Monthly Statement of Collections and Distribution (CS 916, v. 11/98) insert pertaining to the complaint resolution process. **Effective immediately**, all LCSAs must use the attached interim replacement language.

On October 12, 2001, Senate Bill 943 was signed into law, amending Section 17804 of the Family Code, and requiring each LCSA in California to establish and maintain the child support complaint resolution process defined in Title 22, Division 13, Chapter 10 of the California Code of Regulations. The Department of Child Support Services (DCSS) notified LCSAs through CSS letter 01-17, Adoption of Emergency Regulations – Complaint Resolution Process and State Hearing Process, of the processes which supersede the now defunct CS 901 appeals process. Further, LCSAs were provided funding for the activities associated with the Complaint Resolution and State Hearing processes in the State Fiscal Year 2001/02 Child Support Administration Final Allocation letter dated September 13, 2001. Complaints about collection and distribution are now subject to the same Complaint Resolution and State Hearing processes as all other complaints.

DCSS has been working with stakeholders to develop a new version of the Monthly Statement of Collections and Distribution as well as new language for the insert regarding the complaint process. Upon finalization, DCSS will be sending an official revision to all LCSAs.

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



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www.childsup.cahwnet.gov

If you have any questions or concerns regarding this matter, please contact your designated county Financial Policy Coordinator for submission through the Policy Branch e-mail address at policy.branch@dcss.ca.gov.

Sincerely,

SHAR SCHROEPFER, Chief
Policy Branch

Attachment

HOW TO MAKE A COMPLAINT ABOUT THE MONTHLY STATEMENT OF COLLECTIONS AND DISTRIBUTION

RIGHT TO COMPLAINT RESOLUTION:

If you think a mistake has been made in the money paid to the Local Child Support Agency and/or how the money was paid out, the child support program has a complaint resolution process. To start the complaint resolution process, you should call your Local Child Support Agency at _____ or write to your Local Child Support Agency at the address below.

Local Child Support Agency

IMPORTANT: Your request for complaint resolution must be made within 90 days from the date you knew, or should have known, about the mistake made in the money.

The Local Child Support Agency has 30 days from the date it receives your complaint to provide you with a written resolution of your complaint, unless the Local Child Support Agency determines more information or time is needed to resolve your complaint. The Local Child Support Agency will contact you if it needs more information or time to resolve your complaint.

RIGHT TO STATE HEARING:

If the Local Child Support Agency **does not** respond to you within 30 days from receiving your complaint, you have the right to request a state hearing before an Administrative Law Judge.

IMPORTANT: If the Local Child Support Agency did not respond to you within 30 days, and you decide to request a state hearing, your request for a state hearing must be made within 90 days after you made your complaint with the Local Child Support Agency.

If the Local Child Support Agency **does** respond to you within 30 days of making your complaint, and you are not satisfied with the Local Child Support Agency's complaint resolution or response, you have the right to request a state hearing before an Administrative Law Judge.

IMPORTANT: If you are not satisfied with the Local Child Support Agency's complaint resolution or response, and you decide to request a state hearing, your request for state hearing must be made within 90 days after you received the Local Child Support Agency's written response. You will receive instructions on how to file for a state hearing when you file a complaint with the Local Child Support Agency.