

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



February 15, 2005

TC LETTER: 05-04

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: COMPLAINT RESOLUTION AND STATE HEARING (CRSH) TRAINING
LESSON ONE, ERRATA

Due to the policy and procedural changes to the complaint resolution process set forth in CSS Letter 04-19, the Complaint Resolution and State Hearing (CRSH) Training, Lesson One is outdated and, therefore, inappropriate for training new local child support agency (LCSA) staff. The attached Lesson One Errata pages will enable LCSAs to resume this mandated staff training while full corrections are subsequently made to the CRSH curriculum posted on the Department of Child Support Services (DCSS) web page.

This errata provides the basic corrections necessary and conforms with CSS Letter 01-26, which allows only the DCSS training staff to make changes, additions, and/or augmentations to this curriculum. Please incorporate this information into your presentation and share it with previously trained staff.

If you have any questions, please contact either Bruce Foxley at (916) 464-5026 or by email at bruce.foxley@dcss.ca.gov, or Joyce Dowell at (916) 464-2789 or by email at joyce.dowell@dcss.ca.gov.

Sincerely,

VICTOR REA
Acting Chief
Policy Branch

Attachments

cc IV-D Directors
Training Advisory Committee

Complaint Resolution & State Hearing Training
Presentation Guide & Tools
Lesson One: General Process Overview
Revised June 07, 2004

Errata – December 2004

Corrections to the text are underlined. Unless otherwise noted, these corrections reflect the changes identified in to the Complaint Resolution section of CSS Letter: 04-19, released August 8, 2004.

Page 5 of 23. Verbal Complaint. “In such cases, **within ten (10) business days** the LCSA must:”

Page 5 of 23. Written Complaint. “The LCSA must, **within ten (10) business days of this date**, complete and send to the complainant the form LCR002, along with a blank form SH001.

Page 7 or 23. What Must the LCSA Do? Delete bullet: The LCSA case number. (Title 13 California Code of Regulations (CCR), Section 120101(c) states that a request for a complaint resolution shall not be deemed invalid for failure to include the local child support agency case number.)

Page 8 of 23. Determining Jurisdiction. Delete bullet: The Ombudsperson. (CSS Letter: 04-19 states that Ombudspersons may perform other functions such as Complaint Investigator, State Hearing Investigator, and Caseworker.)

Page 8 of 23. Determining Jurisdiction. “**Within ten (10) business days** of the complaint receipt date, the LCSA must take the following actions:”

Page 11 of 23. Complaint Investigator Responsibilities. “If completed, a copy of the form must be sent to the complainant **within ten (10) business days** after complaint investigator’s discussion with the complainant.”

Page 13 of 23. Complaint Investigator Responsibilities (continued). “The complaint can be closed if the complainant communicates satisfaction with the resolution or if, **after ninety (90) calendar days** following the complainant’s receipt of form LCR006, the complainant has not filed a request for a State Hearing.” (13 CCR §120201(d)(2)(A) states, in relevant part, that all requests for a state hearing shall be made within 90 days after the date the complainant received the local child support agency’s “Notice of Complaint Resolution,” LCR006. There shall be a rebuttable presumption that the complainant received LCR006 five (5) business days after the postmark date of the LCR006.)

Page 15 or 23. Filing Deadlines. “Requests for State Hearing must be made orally or in writing (preferably via form SH001) **within ninety (90) calendar days** after:” (13 CCR §120201 (d)(1) states, in relevant part, that all requests for a state hearing shall be made orally or in writing to the Sate Hearing Office.)

Complaint Resolution and State Hearing Training Course
Student Tool Book

Introduction

Errata – December 2004

Corrections to the text are underlined. Unless otherwise noted, the corrections are in response to the Complaint Resolution section of CSS Letter: 04-19.

Mandatory Training Requirements

- Lesson One – General Process Overview
Approximate completion time: 45 minutes
~~Mandatory for all existing staff to complete by September 30, 2001.~~ New staff must have completed this lesson by the end of their first 90 days of employment.

Complaint Resolution and State Hearing Training Course
Student Tool Book

Definitions

Errata – December 2004

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3. **Authorized Representative** an individual or a representative from an organization that has been authorized by a complainant to act on behalf of the complainant in any and all aspects of the complaint resolution process. (CSS Letter 03-22 states in relevant part, that the complainant has the right to appoint an authorized representative during all aspects of the complaint resolution process.)

Complaint Resolution and State Hearing Training Course
Student Tool Book

Complaint Matrix

Errata – December 2004

Corrections to the text are underlined. Unless otherwise noted, the corrections are in response to the Complaint Resolution section of CSS Letter: 04-19.

Filing A Complaint (Step One)
LCSA Section

Within 10 days of the date of complaint receipt:

Complaint Review and Investigation (Steps Two and Three)
Complaint Investigator Section

Within 10 days of the date of complaint receipt:

Within 10 days of the date of discussion:

Complaint Resolution and State Hearing Training Course
Training Coordinator Handbook

Frequently Asked Questions (FAQs)

Errata – December 2004

Corrections to the text are underlined. Unless otherwise noted, the corrections are in response to the Complaint Resolution section of CSS Letter: 04-19.

Question:

How many days does the LCSA have to send a complaint acknowledgement to the complainant?

Answer:

The LCSA must mail a Request for Complain Acknowledgement (LCR002) to the complainant within 10 business days after receiving the complaint.

Question:

What do you do when another county should handle the complaint?

Answer:

The LCSA must also inform the complainant of the complaint transfer by mailing a Notice of Complaint Resolution (LCR006) within 10 business days after transferring the complaint.

Question:

What happens when the LCSA transfers a complaint to another county and the receiving county does not agree that it is responsible for the complaint?

Answer:

When transferring and receiving LCSAs cannot agree as to who is responsible for responding to the complaint, the receiving LCSA must contact DCSS for jurisdictional determination within 10 business days of receiving the transferred complaint.