

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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

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

July 25, 2002

LCSA LETTER: 02-23

ALL IV-D DIRECTORS

**SUBJECT: MODIFICATIONS TO THE COMPLAINT RESOLUTION TRACKING SYSTEM**

The purpose of this letter is to notify local child support agencies (LCSAs) of the upcoming changes to the Complaint Resolution Tracking System (CRTS). These modifications to CRTS are designed to simplify complaint type reporting and to ensure uniform, accurate statewide tracking and reporting of complaint resolution and State Hearing information. In addition, these CRTS modifications will allow LCSAs to use CRTS to meet the complaint information reporting requirement of Title 22, Division 13, Chapter 10 of the California Code of Regulations, Section 120108.

The CRTS modifications resulted from suggestions made by CRTS users. The modified system will be implemented no later than August 1, 2002. Successful statewide reporting of complaint information depends on the LCSA's commitment to accurately report complaint information via CRTS.

Changes to CRTS include the following:

1. Complaint Type

A new listing of thirty-five pre-determined "Complaint Types" has been developed (see attached list). This is a required field and effective August 1, 2002, every complaint must be classified using one of these type categories. If the user selects "Other" as a "Complaint Type", the user must provide an explanation in the data field titled "Explanation of Complaint Codes." CRTS will not save or accept the record if this explanation is not provided in the space indicated below the data field.



## 2. Complainant Type

Under the CRTS record heading "Complainant Information" the user is required to select whether the complainant is (1) Custodial; (2) Noncustodial; or (3) Other. If "Other" is selected, the user must provide a detailed explanation in the narrative data block directly below, explaining who is making the complaint. Also, in this data block the user must describe why this individual, rather than the custodial or noncustodial parent, is making the complaint. CRTS will not save or accept the record if this explanation is not provided in the specified data block.

## 3. Interstate Case (UIFSA)

The data item "Interstate Case (UIFSA)" has been added as an additional data field in the complaint record in the form of a check box within the CRTS "Header Information" section. This check box is used to indicate that a child support agency outside of California is involved in the child support enforcement. If a complainant lives outside of California, but does not have an interstate case, this box would not be checked.

CRTS users should be aware that the use of quotations within any remarks or explanations (text files) in CRTS will cause the record to not be accepted or saved.

Please note that once these CRTS modifications are implemented, LCSAs should not report complaint resolution information using the Customer Service Plan Quarterly report.

If you have any questions or concerns regarding the CRTS modifications, please contact Jessica Monasterio at (916) 464-5245 ([jessica.monasterio@dcss.ca.gov](mailto:jessica.monasterio@dcss.ca.gov)). If you have any technical questions regarding CRTS, please contact Larry Fibich at (916) 464-5245 ([larry.fibich@dcss.ca.gov](mailto:larry.fibich@dcss.ca.gov)).

Sincerely,

PATRIC B. ASHBY  
Deputy Director  
Child Support Services Division

Enclosure

cc: County Ombudspersons

## CRTS PHASE II COMPLAINT DESCRIPTION

| Code No. | Complaint Type                              | Description   |
|----------|---|---|
| 1        | Child support collection and distribution   | Complainant alleges the local child support agency did not distribute child support collections or incorrectly disbursed or distributed child support collections.  |
| 2        | Incorrect child support arrears calculation | Complainant alleges that the local child support agency incorrectly calculated the amount of child support arrears.   |
| 3        | Interest calculation                        | Complainant alleges the local child support agency incorrectly calculated the amount of interest on arrears.  |
| 4        | Assignment of Rights                        | Complainant alleges the local child support agency did not comply with state or federal law or policies when establishing the Assignment of Rights, i.e., determined that/how the complainant must trade their right to child support monies collected to the county in exchange for CalWORKS, Foster Care, or Medi-Cal benefits. |
| 5        | Case opening                                | Complainant alleges the local child support agency did not comply with state or federal law or policies by not opening a child support case upon request, or not opening the case within the required timeframes.   |
| 6        | Case closure                                | Complainant alleges the local child support agency did not comply with state or federal law or policies by closing a child support case or failing to close a child support case.   |
| 7        | Locate                                      | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding locating a parent.  |
| 8        | Service of Process                          | Complainant alleges the local child support agency did not comply with state or federal law, policies or timeframes for service and process of child support documents.   |
| 9        | Paternity Establishment                     | Complainant alleges the local child support agency did not comply with state or federal law, policies or timeframes for establishing paternity.   |
| 10       | Child Support Order Establishment           | Complainant alleges the local child support agency did not comply with state or federal laws and policies for establishing a Child Support order.   |
| 11       | Establishment of Medical Support Order      | Complainant alleges the local child support agency did not comply with state or federal laws and policies for establishing a Medical Support order.   |

**CRTS PHASE II  
COMPLAINT DESCRIPTION**

| <b>Code No.</b> | <b>Complaint Type</b>                                      | <b>Description</b>  |
|-----------------|--|---|
| 12              | FTB action or inaction (i.e., FTB Debt Collection Program) | Complainant alleges the local child support agency or Franchise Tax Board did not comply with state or federal law or policies regarding FTB enforcement action, failed to take adequate steps to utilize FTB enforcement action, or excessively used FTB enforcement action. |
| 13              | FTB Tax Intercept  | Complainant alleges the local child support agency or Franchise Tax Board did not comply with state or federal law or policies regarding use of the FTB Tax Intercept Program.  |
| 14              | IRS Tax Intercept  | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding the use of the IRS Tax Intercept Program to enforce a child support order.  |
| 15              | Other intercepts   | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding the use of other intercept programs to enforce a child support order.   |
| 16              | License Suspension   | Complainant alleges the local child support agency did not comply with state or federal law or policies for suspending driver, professional, occupational or recreational licenses.   |
| 17              | Civil Contempt   | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding using Civil Contempt to enforce child support.  |
| 18              | Criminal Contempt  | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding using Criminal Contempt to enforce child support.   |
| 19              | Personal Property Lien                                     | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding using a personal property lien to enforce child support.  |
| 20              | Real Property Lien   | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding using a real property lien to enforce child support.  |
| 21              | Credit Reporting   | Complainant alleges the local child support agency reported inaccurate information or did not comply with state or federal law or policies for reporting information to credit bureaus.   |

**CRTS PHASE II  
COMPLAINT DESCRIPTION**

| <b>Code No.</b> | <b>Complaint Type</b>   | <b>Description</b>  |
|-----------------|---|---|
| 22              | Passport Denial   | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding using passport denial to enforce child support.   |
| 23              | Wage Assignment   | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding establishing or enforcing a wage assignment to collect child support.                     |
| 24              | Enforcement of Medical Support Order  | Complainant alleges the local child support agency did not comply with state or federal law or policies regarding enforcing a medical support order.  |
| 25              | Review and Modification of Child Support Order  | Complainant alleges the local child support agency did not comply with state or federal law or policies for review and modification of a child support order.   |
| 26              | Impolite treatment  | Complainant alleges local child support agency staff treated them rudely, frequently transferred their calls or did not provide the complainant with requested assistance.                                  |
| 27              | Communication unclear   | Complainant alleges the local child support agency's written/verbal communication is vague, confusing or not understandable.  |
| 28              | Slow or non-responsive  | Complainant alleges the local child support agency is unresponsive or slow to respond to written or verbal inquiries.   |
| 29              | Limited or no access  | Complainant alleges there is limited or no access to the local child support agency, i.e., lack of transportation, office hours not convenient, cannot access staff via telephone, long wait on phone line. |
| 30              | Amount of Court Ordered child support   | Complaints regarding a court ordered amount of child support or child support arrears.  |
| 31              | Court ordered or equivalent determination of paternity                                  | Complaints regarding a court order or equivalent determination of paternity.  |
| 32              | Amount of Court Ordered spousal support   | Complaints regarding a court order for spousal support.   |
| 33              | Child custody or visitation   | Complaints regarding child custody or visitation matters.   |
| 34              | Mistaken identity   | Complainant alleges that he/she is not the individual the child support agency named or meant to name in a child support matter.  |
| 35              | Other (User will be automatically prompted to enter explanation of this complaint type) | All child support complaints that do not fit into the above listed types.   |