

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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

June 18, 2001

LCSA: 01-19

TO: ALL IV-D DIRECTORS
LEAD OMBUDSPERSON

SUBJECT: OMBUDSPERSON OVERVIEW WORKSHOPS

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

The Department of Child Support Services, Customer and Community Services Branch, is pleased to announce that we will provide Ombudsperson overview workshops at six different locations from June 21, 2001 through June 28, 2001. The workshops are designed to clarify the Ombudsperson role and responsibilities in the complaint process.

Please see the attached letter for the date, time and location of the workshops nearest your county. Due to limited space, we are requesting that only the lead Ombudsperson or a designee attend the workshop in your area.

Please contact Michael Coleman, Manager of the Complaint Resolution Section, at (916) 464-5243 or by email at michael.coleman@dcss.ca.gov if have any questions or would like more information.

Sincerely,

CURTIS HOWARD
Assistant Deputy Director
Child Support Services Division

Enclosures



DO YOUR PART TO HELP CALIFORNIA SAVE ENERGY

For energy saving tips, visit the DCSS website at www.childsup.cahwnet.gov

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

Please note the location, dates, and times on the schedule below to attend a workshop in your area. We look forward to seeing you.

RED BLUFF (6/25/01)

Red Bluff State Building
2440 Main Street
(530) 529 - 7341

Seating Capacity - 35
1:00 p.m. – 4:00 p.m.

SACRAMENTO (06/26/01)

Department of Child Support Services
11120 International Drive
(916) 464 - 5050

Seating Capacity - 30
1:00 p.m. – 4:00 p.m.

SAN BERNARDINO (06/22/01)

San Bernardino Child Support Office
1017 Mountain View, Loma Linda
(909) 799 - 1790

Seating Capacity - 20
9:00 a.m. – 12:00 p.m.

FRESNO (06/27/01)

Fresno State Building
2550 Mariposa Mall
(559) 445 - 5084

Seating Capacity - 12 or 18
1:00 p.m. – 4:00 p.m.

VENTURA (06/21/01)

Ventura County Child Support Office
4651 Telephone Road , Suite 101
(805) 654-5200

Seating Capacity - 12
1:00 p.m. – 4:00 p.m.

SAN FRANCISCO (06/28/01)

San Francisco County Child Support Office
617 Mission Street
(415) 356 – 2700

Seating Capacity - 15
9:00 a.m. – 12:00 p.m.