

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



March 19, 2002

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

LCSA LETTER: 02-07

TO: ALL IV-D DIRECTORS

SUBJECT: QUALITY ASSURANCE AND PROGRAM IMPROVEMENT

As you know, the Department of Child Support Services (DCSS) has convened a Quality Assurance and Program Improvement (QAPI) Workgroup comprised of State, county and vendor staff that are charged with developing a recommended QAPI model for statewide implementation. The intent of this effort is to provide a structure and method for the State and local child support agencies (LCSAs) to continually assess and improve the quality and effectiveness of the Child Support Program.

The QAPI structure and function will be implemented July 1, 2002, and will focus on program performance outcomes and improvement central to all our future program management efforts. To maximize our effectiveness as we move forward with this important work, DCSS will provide all LCSAs with access to the information considered by the QAPI Workgroup as well as meeting minutes and Workgroup products. Beginning April 1, 2002, QAPI Workgroup materials will be available to you on DCSS' secured county website. We are also interested in gathering samples of LCSAs data management reports that are currently used to help assess program performance. Should you have comments or questions, and/or have data management reports you would like to contribute to this effort, please contact Nancy Stone, Regional Administrator, at (916) 464-5466 or email nancy.stone@dcss.ca.gov.



LCSA 02-07
March 19, 2002
Page 2

Close collaboration between DCSS and LCSAs will be essential in realizing a fully implemented and effective QAPI process. I want to thank you in advance for your support and contribution to this important effort.

Sincerely,

CURTIS L. CHILD

Director