

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



April 4, 2002

LCSA LETTER: 02-10

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

ALL IV-D DIRECTORS

SUBJECT: DATA ENTRY - COMPLAINT RESOLUTION TRACKING SYSTEM

In response to local child support agency (LCSA) requests for clarification, this letter provides the specific timeframes for LCSA data entry on the Complaint Resolution Tracking System (CRTS).

In accordance with LCSA Letter No. 01-18, dated July 1, 2001, each LCSA is to perform data entry of complaint information on CRTS. This data entry allows the Department of Child Support Services to monitor, track and compile information about complaints processed by each LCSA as required by California Code of Regulations, Title 22, Division 13, Chapter 10.

Each LCSA that transitioned on or before July 1, 2001, or voluntarily adopted the Complaint Resolution Process prior to transition, is required to have completed data entry of all complaints received on and after June 30, 2001.

Each LCSA that transitioned on and after July 1, 2001, or transitioned earlier but did not initiate data entry, is required to have completed data entry of all complaints received on October 12, 2001, or after the actual date of transition, whichever is earlier.

In addition, all complaints that were entered on any other tracking system, including those systems developed by the LCSA for county use, are required to be entered on CRTS.

For each complaint received by the LCSA, initial CRTS data entry is required to be completed within five (5) days after the complaint date, as defined by California Code of Regulations, Title 22, Division 13, Chapter 10, Section 120003.

DCSS-PR-2002-CTY-0015



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LCSA Letter: 02-10

April 4, 2002

Page 2

Please contact Michael Coleman at (916) 464-5243, or via e-mail at michael.coleman@dcss.ca.gov, if you have any questions or concerns.

Sincerely,

Original signed by Patric Ashby

PATRIC B. ASHBY
Deputy Director
Child Support Services Division