

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

May 2, 2002

LCSA LETTER 02-14

ALL IV-D DIRECTORS

SUBJECT: DISTRIBUTION AND MASS MAILING OF OUTREACH MATERIALS FOR OMBUDSPERSON PROGRAM, COMPLAINT RESOLUTION, AND STATE HEARING

The new Ombudsperson, Complaint Resolution, and State Hearing outreach materials are ready for distribution to the local child support agencies (LCSA). There are a total of nine publications numbered PUB 309-317. Three samples of each brochure are enclosed.

The Department of Child Support Services' (DCSS) Outreach Team will customize these brochures by adding your county specific information. Once this information is added, the brochures will be returned to you by CD-ROM or electronically to take to your local printing company for reproduction. Please include the following information, if applicable:

- Physical and mailing address (include area offices)
- Local and/or toll-free phone number(s)
- Website address
- Office hours
- Additional information related to specific county programs, such as workshops that are offered on a regular basis or hotlines that are dedicated to specialized program areas

Please limit your county information to an area of 3" x 4" using a minimum font size of 10 pt. Exceptions to exceed the specified area dimensions will be considered on a case-by-case basis. Please submit your county information by May 17, 2002. The DCSS Outreach Team will return the publications to you either electronically or by CD-ROM within approximately two weeks.

DCSS-PR-2002-CTY-0011



DO YOUR PART TO HELP CALIFORNIA SAVE ENERGY
 For energy saving tips, visit the DCSS website at
www.childsup.cahwnet.gov

The Ombudsperson, Complaint Resolution, and State Hearing posters, PUB 311, PUB 314, and PUB 316, were distributed at the last Quarterly Outreach Coordinators' Workshop. LCSAs that did not receive the posters should contact Aleecia Macias at (916) 464-5021 and she will mail a set for your office. You can also download the posters from the web site at <http://www.childsup.ca.gov/program/crsh>.

DCSS mailed the bi-fold brochure entitled "Helpful Guide to Resolving Problems With Your Child Support Case," PUB 309, to the members of the California State Legislature to inform them of the services available to their constituents with child support issues.

DCSS needs to ensure that custodial parties and non-custodial parents have been properly notified of their right to the Complaint Resolution and State Hearing processes. Therefore, DCSS is requesting that all LCSAs demonstrate how they have notified or plan to notify their LCSA custodial parties and non-custodial parents of the Ombudsprogram and the Complaint Resolution and State Hearing processes. All custodial parties and non-custodial parents must be notified of the new processes by August 1, 2002.

One method of notifying customers is to include PUB 309 in any mailings to custodial parties and non-custodial parents or another method is to conduct a mass mailing of PUB 309 to all custodial parties and non-custodial parents in the LCSA caseloads to provide them with information about resolving problems with child support cases.

You are requested to submit to the DCSS Outreach Team a plan describing how and when the custodial parties and non-custodial parents of your caseload were notified of the Ombudsprogram and the Complaint Resolution and State Hearing processes. Or, how and when the brochure will be distributed to your caseloads custodial parties and non-custodial parents. If you have used another method to notify custodial parties or non-custodial parents, such as a newsletter, please provide that information and a sample. Please submit this plan electronically to outreach.team@dcss.ca.gov or to the address above and to the attention of Aleecia Macias by May 23, 2002. You may also contact Francine Woods, Chief for the Customer and Community Services Branch at (916) 464-5377 or at francine.woods@dcss.ca.gov if you have any questions.

Sincerely,

PATRIC ASHBY
Deputy Director
Child Support Services Division

Enclosures (21)