

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



December 17, 2002

LCSA LETTER: 02-44

ALL IV-D DIRECTORS

SUBJECT: LCSA WEB SITE REVIEW AND MODIFICATIONS

The purpose of this letter is to set forth minimum standards for Local Child Support Agencies (LCSA) websites. At a minimum, LCSA websites must have the following information:

- Client access information such as directions, addresses, hours of operation and phone number;
- Information on the Ombudsperson Program;
- Information on the Complaint Resolution and the State Hearing processes;
- Links to the California Department of Child Support Services' (DCSS) website;
- Links to on-line DCSS publications including the Child Support Handbook;
- Frequently asked questions and answers;
- Employer information;
- Clear and immediate feedback for user action. The feedback should include status information, prompting cues, and error and warning messages; and
- The ability to measure and monitor Web site usability.

We request that all LCSAs submit a plan of how and when their websites will be updated to include the above information. Please submit your website update plan by January 13, 2003 via e-mail at [CSART@dcss.ca.gov](mailto:CSART@dcss.ca.gov), or mail the plan to:

California Department of Child Support Services  
Attention: Customer and Community Services Branch  
P.O. Box 419064, MS 30  
Rancho Cordova, CA 95741-9064



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An example of the Governor's website style implementation guidelines can be found at <http://www.webmasters.ca.gov>, however, there is no requirement that counties conform to the Governor's implementation guidelines. If you have any questions, please contact Larry Fibich at (916) 464-5245, or by e-mail at [larry.fibich@dcss.ca.gov](mailto:larry.fibich@dcss.ca.gov).

Sincerely,

PATRIC B. ASHBY  
Deputy Director  
Child Support Services Division