

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



October 20, 2011

CSSIN LETTER: 11-10

ALL IV-D DIRECTORS  
 ALL COUNTY ADMINISTRATIVE OFFICERS  
 ALL BOARDS OF SUPERVISORS

<u>Reason for this Transmittal</u>
<input type="checkbox"/> State Law or Regulation Change
<input type="checkbox"/> Federal Law or Regulation Change
<input type="checkbox"/> Court Order or Settlement Change
<input type="checkbox"/> Clarification requested by One or More Counties
<input checked="" type="checkbox"/> Initiated by DCSS

SUBJECT: RESCISSION OF CSSIN 11-08, DATED OCTOBER 14, 2011

The purpose of this letter is to inform local child support agencies (LCSAs) that CSSIN Letter 11-08, "Promoting a More Accessible Child Support Program: New Terminology for Customers" dated October 4, 2011, is being rescinded, effective today.

This decision is based on feedback and questions from various sources that indicate a terminology change is needed; however, impacts must be fully explored and an implementation process clarified.

The Department of Child Support Services recognizes that the language we use in interacting with customers sets the tone for working relationships. We are committed to neutrality, impartiality and respect of customers in the child support program.

A Child Support Services letter is forthcoming that will define the terminology the Department plans to implement. The letter will also detail those documents or materials that can be easily changed, what documents and materials cannot be changed because the terminology to be used is codified in law or regulations, and a proposed implementation plan for the changes.

Thank you for your patience on this issue. If you have any questions or concerns regarding this matter, please contact Cindi Pocaroba at (916) 464-5883.

Sincerely,

/os/

KAREN ECHEVERRIA  
 Acting Deputy Director  
 Child Support Services Division