

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



October 8, 2015

LCSA LETTER: 15-10

ALL IV-D DIRECTORS

SUBJECT: CUSTOMER SERVICE SURVEYS

Reason for this Transmittal

- State Law, Regulation and/or Change
- Federal Law, Regulation and/or Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

The ability to serve customers anywhere in the state using one single statewide system affords us the opportunity to deploy uniform and consistent service standards. In an effort to better assess customers' experience with the child support program throughout California, the Department of Child Support Services (DCSS) Customer Service Advisory Committee has identified five core values of service that each local child support agency (LCSA) should strive to measure. Those values are accessibility, courtesy and professionalism, quality and problem solving, timeliness and efficiency, and overall satisfaction of experience.

The advisory committee has developed eight questions that link to these core values to be used in customer service surveys. DCSS has adopted these questions into the statewide survey and is asking that LCSAs incorporate them as part of their local surveys. The goal is to evaluate the services we provide to our customers, and identify areas for improvement across a broad spectrum. The core value questions apply to most customer types and points of contact which allow them to be measured in a consistent manner.

Many counties already have surveys in place with refined processes and historical data they wish to preserve. Counties with existing surveys will be required to report on the core value questions only. This can be accomplished by either adding the core questions into preexisting surveys, or, identifying existing questions that address the same information as a core question, reporting on that question, or a combination of both. Counties that choose to report with their existing questions should provide a table mapping their question(s) to the core value question(s) being replaced. All questions must measure responses on a five point scale, with five being the best score. Consistency in reporting statewide is critical to our ability to measure and analyze responses regarding our customer service delivery.

LCSAs that do not currently have a customer service survey process will be required to implement the survey created by the advisory committee. The method of local implementation can vary, but should provide customers as many reasonable options to provide input as possible. Implementation options include, but are not limited to,

LCSA Letter: 15-10  
October 8, 2015  
Page 2

posting Survey Monkey type survey links on the LCSA website, sending customers a survey link via email, and/or distributing printed surveys.

DCSS will collect the county specific responses, collate the data and provide quarterly updates to directors. DCSS will develop a template for the LCSAs to submit local survey results. The template will include results for all core questions by including the individual question number (which tracks back to a core value), the total number of responses for that question, and an average score by question. Submitted survey results should include all forms of data collection; automated and hard copy. Narrative responses to survey questions do not need to be submitted. DCSS will produce and distribute an annual report that includes detailed analyses and trends derived from the collected survey data.

A pilot program will be initiated November 1, 2015 and run for 120 days with all LCSAs and DCSS participating. The advisory committee will review the results and LCSA feedback on the processes to develop process improvements. The customer service survey process is intended to be an ongoing quality measure of service delivery.

Sincerely,

o/s

VICKIE K. CONTRERAS  
Deputy Director  
Child Support Services Division

Attachments

## California Department of Child Support Services (CDCSS) - Core Value Survey Questions

Question Number	Core Value	Survey Question	Response Format
1	Point of Contact	How did you most recently contact the child support program?	<input type="radio"/> In Person <input type="radio"/> By Phone with Representative <input type="radio"/> Customer Connect by Phone <input type="radio"/> Customer Connect Online
2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)
3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)
4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)
5	Timeliness	The response time from my Child Support Professional was reasonable.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)
6	Satisfaction of Experience	Please rate your most recent experience.	<input type="radio"/> 5 (Extremely Satisfied) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Extremely Dissatisfied)
7	Accessibility	It was convenient and easy to access a Child Support Professional.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)
8	Accessibility	It was convenient and easy to access the child support information I needed.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)
9	End Question	Thank you for contacting us. Please tell us about your overall experience and, if you have a suggestion please tell us what we can do to improve our customer service.	Open Comment Field
10	Follow-Up and Contact Info	If you would like a follow-up call, please provide your name and phone number.	Open Comment Field

County *please insert county name here*

California Department of Child Support Services (CDCSS) - Core Value Survey Questions				County Adopted Survey Questions & Response Formats	
Question Number	Core Value	Statewide Standard Survey Questions	Statewide Response Format	County Adopted Survey Questions	County Adopted Response Format
1	Point of Contact	How did you most recently contact the child support program?	<input type="radio"/> In Person <input type="radio"/> By Phone with Representative <input type="radio"/> Customer Connect by Phone <input type="radio"/> Customer Connect Online	<i>please insert county mapped equivalent question here or indicate "adopted as-is"</i>	<i>please indicate response format or indicate "adopted as-is"</i>
2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)	<i>please provide county equivalent question here or indicate "adopted as-is"</i>	<i>please provide response format or indicate "adopted as-is"</i>
3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)	<i>please provide county equivalent question here or indicate "adopted as-is"</i>	<i>please provide response format or indicate "adopted as-is"</i>
4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.	<input type="radio"/> 5 (Strongly Agree) <input type="radio"/> 4 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/> 1 (Strongly Disagree)	<i>please provide county equivalent question here or indicate "adopted as-is"</i>	<i>please provide response format or indicate "adopted as-is"</i>
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9	End Question	Thank you for contacting us. Please tell us about your overall experience and, if you have a suggestion please tell us what we can do to improve our customer service.	Open Comment Field	<i>Open Comment Field. This is optional to be adopted</i>	N/A
10	Follow-Up and Contact Info	If you would like a follow-up call, please provide your name and phone number.	Open Comment Field	<i>Open Comment Field. This is optional to be adopted</i>	N/A