Child Support Orientation Program
Curriculum Instructions

Training Mandate

The California Department of Child Support Services (DCSS) requires that Child Support Program Orientation (CSPO) training be delivered to all new staff within 3 months of appointment in the local child support agency (LCSA). This training is to be given to all new staff regardless of classification, level, or time-base.

Management /Supervisory Overview Recommended

The CSPO curriculum incorporates new regulations and policies, as well as newly standardize processes, procedures, forms, and acronyms. Therefore DCSS strongly recommends that a CSPO overview consisting of the Big Picture and Customer Service modules be presented to LCSA management and supervisory staff. Other modules may be included in the overview based on specific LCSA needs.

DCSS also recommends that the CSPO curriculum be presented to LCSA staff. Management should determine if the overview or the full curriculum is more appropriate, and if it should be offered to all staff, or only staff in certain functions or at certain levels.

Certification of Trainers to Deliver CSPO

Only DCSS certified CSPO trainers may deliver the CSPO curriculum. CSPO trainer certification levels are:

- **CSPO Facilitator**
  CSPO facilitators are certified to deliver CSPO and are authorized to certify DCSS Certified Trainers to deliver CSPO.
- **CSPO Trainer**
  Certified by a CSPO Facilitator to deliver the CSPO curriculum.

	Training completed	Authority
Certified CSPO Facilitator	80-hour comprehensive CSPO Training for Trainers	Deliver CSPO product and certify DCSS Certified Trainers to deliver CSPO product
Certified CSPO Trainer	Local/Regional CSPO Training for Trainers by CSPO Facilitator	Deliver CSPO product

CSPO Point of Contact, Tara Goodman, is available to provide assistance with any phase of the CSPO trainer certification process. She can be reached at (916) 464-5484 or tara.goodman@dcss.ca.gov.

State Direction and Assistance

DCSS has established a CSPO Point of Contact to provide direction and assistance with any facet of the CSPO curriculum including delivery. The CSPO Request for Training Assistance form is included in the master package in hard copy and on the CD. For assistance, please complete it and forward it by e-mail to Tara Goodman, CSPO Point of Contact, at tara.goodman@dcss.ca.gov.

Please notify the point of contact in advance of scheduled deliveries of CSPO to new staff. No notification is necessary for presentations of the overview.

Master Curriculum Materials

The following CSPO curriculum material in hard copy and on compact disc is included in the master curriculum package:

- Agendas
- Answer keys
- Art work and pictures
- Certificate template
- Compact disc labels
- Course goal and objectives
- CSPO Request for Training Assistance Form
- Curtis Child introduction video
- Exercises
- Participant resource guide
- MS PowerPoint presentation
- Required Handouts
- Trainer resource guide
- "Securing the Future" video
  (Additional copies of the video may be ordered by contacting Lisa Billings at (916) 464-5509, or lisa.billings@dcss.ca.gov.

Master materials are suitable for duplication. They may also be printed directly from the master CD, or downloaded from the Internet at http://www.childsup.cahwnet.gov/program/training/catalog.htm.

Because duplication and printing equipment may vary in output quality, care should be taken to assure that the appearance of the copies does not vary significantly from that of the masters.

Curriculum materials will be updated or revised as appropriate. Training coordinators should maintain a historical log of all revisions as they occur.

Augmenting Curriculum Materials

The content of the master curriculum is not to be changed or modified in any manner. Trainers may, however, augment the curriculum by adding materials that address business practices specific to the LCSA, if those practices are not in conflict with

statewide DCSS policy and procedures. Training coordinators should consult with CSPO Point of Contact, Tara Goodman, if they are unsure about what is appropriate for augmentation. Tara can be reached at (916) 464-5484 or tara.goodman@dcss.ca.gov.

Training coordinators should maintain a historical log of augmentations.

Participant Evaluation

Participant evaluations should be completed after each administration of the CSPO curriculum to new employees. Training coordinators should use the LCSA's standard training evaluation forms for this purpose.

Participant Certificates of Completion

A certificate of completion template in several formats is included on the CD in the master curriculum package. The training coordinator should issue a certificate of completion to participants who successfully complete the CSPO course. The standard for successful completion is 100 percent participation.

Training Coordinators should maintain records of participants who have completed CSPO.

CSPO Trainer Certificates

Certificates for trainers who successfully complete training to deliver the CSPO curriculum should be requested from the Point of Contact via e-mail. The standard for successful completion is 100 percent participation.

The following information should be included with the request:

- County
- Name and title of person to receive certification
- Date certified
- Sponsor (LCSA, Region, etc.)
- Name of CSPO instructor(s)
- Name of training coordinator
- Training coordinator's phone number and e-mail address

Feedback

DCSS welcomes your feedback on the CSPO curriculum. It should be sent to Tara Goodman, CSPO Point of Contact, at (916) 464-5484, or tara.goodman@dcss.ca.gov.

Department of Child Support Services

Child Support Program Orientation

Trainer Guide

State of California
Department of Child Support Services

Curtis L. Child
Director

Carole A. Hood
Chief Deputy Director

Child Support Program Orientation
Trainer Guide

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Written, edited, and produced by the DCSS Core Curriculum Development Project Team
in association with the State of California Department of Child Support Services,
the San Diego County DCSS Staff Development Unit, the Child Support Directors Association,
the Franchise Tax Board, and the DCSS Training Advisory Committee

State of California
Department of Child Support Services

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Section 1

Introduction

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Overview

In the January 2001 report *Restructuring California's Child Support Program: First Year Status*, the California Department of Child Support Services described the impetus behind the Department's development of a Statewide Child Support Program.

> "...During the first year, DCSS made significant progress toward implementing the numerous statutory requirements envisioned in [State and Federal] reform legislation that mandated restructuring California's child support program. DCSS has also undertaken several major initiatives directed at program innovation and increased performance. Although in many ways, the Department's work has just begun, a foundation has been laid for moving the program into the future...
>
> In recent years, California's child support program came under increasing scrutiny and criticism from the Legislature, child support advocates, its customers and oversight agencies. All of these groups charged that the program, as previously structured, did not effectively collect support for California's children. The program was operated independently by 58 county district attorney offices without strong State leadership and it did not serve parents or children in a fair, uniform or consistent manner...
>
> In 1999, Governor Davis signed ground breaking child support reform legislation establishing DCSS effective January 1, 2000 to address these problems. Specifically DCSS was charged with restructuring California's child support program and overseeing a State directed, locally delivered child support program that is administered uniformly across all 58 counties..."

The report continued by describing the "Major Efforts Completed or Underway" in such areas as organizational development, standardization of "policies, procedures, & practices," customer service, case management, automation, and training.

To further statewide standardization in the area of training, the State DCSS organized the Core Curriculum Development Project (CCDP) Team in June 2002. The CCDP Team consisted of ten "work groups" of child support professionals from LCSAs throughout California. The work groups developed an instructional plan and training proposal for a comprehensive statewide child support program curriculum. The Child Support Program Orientation (CSPO) is the first course in that curriculum.

CSPO Goal and Objectives

The goal of the CSPO is to introduce the child support functions performed by the California Child Support Program. By the end of the course, participants should be able to:

- Identify the functions of the Child Support Program
- Define the resources used in the delivery of child support services

CSPO Agenda

Day One

- Welcome & Conditions for Success
- Participant Expectations
- Participant Course Agenda
- State of California DCSS Big Picture
  - ✓ History of the Child Support Program
  - ✓ Organizational Structure
  - ✓ Federal & State Performance Measures
  - ✓ Performance Improvement Tools
  - ✓ Civil Rights
  - ✓ Child Abuse and Neglect Reporting
  - ✓ California Child Support Automation System (CCSAS)
  - ✓ Case Evaluation
- Confidentiality
- State of California DCSS Internet
- Child Support Terminology
- Case Flow
- Intake
- Locate

Day Two

- Establishment
- Review & Adjustment
- Enforcement

Day Three

- Interstate
- Financial Management
- Case Closure
- Customer Service
- DCSS CSPO Course Wrap-Up
  - ✓ Question & Answer
  - ✓ Open Forum
  - ✓ Evaluations
  - ✓ Certificates

CSPO Trainer Guide

The Trainer Guide provides you with a three-day plan for delivering the CSPO course. The Guide includes supply checklists, classroom setup checklists, and topic outlines. Topic outlines, with suggested timeframes for presentation, appear in order of delivery. The CD in the back of the Guide also includes copies of handouts and *PowerPoint* presentations.

Supplies and Setup Information

See “Trainer Preparation” on page 7 for supplies and classroom setup information checklists. Individual supply checklists for each topic are also provided prior to each topic outline.

Topic Outlines

The topic outlines are “road maps” for presenting each module and they include topic information, time-frames for delivery, and trainer instructions. The topic information in the outlines should be used as a guide for presentation and is not intended to be read as a script.

The *PowerPoint* icons ( ) on the left-hand side of the page indicate when to cue the next slide in the presentation.

Trainer Preparation

Day One Materials Checklist

The following is a list of items you will need for Day One of the CSPO course.

Equipment (needed for all modules)

- ☐ LCD
- ☐ Computer
- ☐ VCR

PowerPoints and Videos

- ☐ *DCSS CSPO Day 1 PreWelcome.ppt*
- ☐ *Conditions for Success.ppt*
- ☐ *Big Picture.ppt*
- ☐ *Confidentiality.ppt*
- ☐ *Case Evaluation.ppt*
- ☐ "Securing The Future" video
- ☐ *DCSS Internet.ppt*
- ☐ *Case Flow.ppt*
- ☐ *Intake.ppt*
- ☐ *Locate.ppt*

Supplies

- ☐ Pens
- ☐ Note pads
- ☐ Post-its
- ☐ Highlighters
- ☐ Name plates (Trainer discretion)
- ☐ White boards or easels and flip-charts
- ☐ Erasable markers

Handouts & Exercises

- ☐ CSPO Participant Resource Guides
- ☐ CSPO Agenda
- ☐ DCSS CSPO Course Goal and Objectives
- ☐ Big Picture Exercise
- ☐ Confidentiality Exercise
- ☐ DCSS Internet Handout
- ☐ Child Support Glossary
- ☐ Federal and State Timeframes Handout
- ☐ Intake Exercise
- ☐ Locate Exercise

Miscellaneous

- ☐ Sign-in sheets

Day One Preparation Checklist

The following is a checklist of suggestions to help you prepare for Day One of the CSPO course.

Environment

- ☐ Sufficient seating for class participants (chairs, tables, desks)
- ☐ Space for posting chart paper, posters, etc.
- ☐ Training room cleanliness
- ☐ Ventilation controls
- ☐ Screen visibility

Equipment

- ☐ Test computer and LCD are available and working
- ☐ Test VCR

Immediately Before Training

- ☐ Check all seating, tables, and extra seating available
- ☐ Trainer Guide and other resources available and in order
- ☐ Copies and spare copies of handouts, etc. prepared
- ☐ Clerical assistance available
- ☐ Clock in training room is visible and functioning
- ☐ Activate Trainer PC and LCD projector

Day Two Materials Checklist

The following is a list of items you will need for Day Two of the CSPO course.

Equipment (needed for all modules)

- ☐ LCD
- ☐ Computer
- ☐ VCR

PowerPoints and Videos

- ☐ *Day 2 Review.ppt* (optional)
- ☐ *Establishment.ppt*
- ☐ *Review and Adjustment.ppt*
- ☐ *Enforcement.ppt*

Supplies

- ☐ Pens
- ☐ Note pads
- ☐ Post-its
- ☐ Highlighters
- ☐ Name plates (Trainer discretion)
- ☐ White boards or easels and flip-charts
- ☐ Erasable markers

Handouts & Exercises

- ☐ Benefits of Establishing Paternity Handout
- ☐ Establishment Exercise
- ☐ Review and Adjustment Exercise
- ☐ Enforcement Exercise

Miscellaneous

- ☐ Sign-in sheets

Day Two Preparation Checklist

The following is a checklist of suggestions to help you prepare for Day Two of the CSPO course.

Environment

- ☐ Sufficient seating for class participants (chairs, tables, desks)
- ☐ Space for posting chart paper, posters, etc.
- ☐ Training room cleanliness
- ☐ Ventilation controls
- ☐ Screen visibility

Equipment

- ☐ Test computer and LCD are available and working
- ☐ Test VCR

Immediately Before Training

- ☐ Check all seating, tables, and extra seating available
- ☐ Trainer Guide and other resources
- ☐ Copies and spare copies of handouts, etc. prepared
- ☐ Clerical assistance available
- ☐ Clock in training room is visible and functioning
- ☐ Activate Trainer PC and LCD projector

Day Three Materials Checklist

The following is a list of items you will need for Day Three of the CSPO course.

Equipment (needed for all modules)

- ☐ LCD
- ☐ Computer
- ☐ VCR

PowerPoints and Videos

- ☐ *Day 3 Review.ppt* (optional)
- ☐ *Interstate.ppt*
- ☐ *Financial Management.ppt*
- ☐ *Case Closure.ppt*
- ☐ *Customer Service.ppt*
- ☐ "Survival Run" Video
- ☐ *DCSS CSPO Course Summary.ppt*

Supplies

- ☐ Pens
- ☐ Note pads
- ☐ Post-its
- ☐ Highlighters
- ☐ Name plates (Trainer discretion)
- ☐ White boards or easels and flip-charts
- ☐ Erasable markers

Handouts & Exercises

- ☐ Interstate Exercise
- ☐ Financial Management Calculations
- ☐ Financial Management Exercise
- ☐ Evaluations
- ☐ Certificates

Miscellaneous

- ☐ Sign-in sheets

Day Three Preparation Checklist

The following is a checklist of suggestions to help you prepare for Day Three of the CSPO course.

Environment

- ☐ Sufficient seating for class participants (chairs, tables, desks)
- ☐ Space for posting chart paper, posters, etc.
- ☐ Training room cleanliness
- ☐ Ventilation controls
- ☐ Screen visibility

Equipment

- ☐ Test computer and LCD are available and working
- ☐ Test VCR

Immediately Before Training

- ☐ Check all seating, tables, and extra seating available
- ☐ Trainer Guide and other resources
- ☐ Copies and spare copies of handouts, etc. prepared
- ☐ Clerical assistance available
- ☐ Clock in training room is visible and functioning
- ☐ Activate Trainer PC and LCD projector

Section 2

Welcome to CSPO

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Conditions for Success 15
Participant Expectations 16
Participant Agenda 17

Welcome to CSPO

During the Welcome to CSPO module participants sign-in and each receives a copy of the CSPO Participant Resource Guide. The topics covered in this module include:

- Conditions for Success
- Participant Expectations
- Participant Agenda

Duration: 90 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ CSPO Participant Resource Guide
- ☐ DCSS CSPO Course Goal and Objectives
- ☐ Participant Agenda

PowerPoint

- ☐ *DCSS CSPO Day 1 PreWelcome.ppt*
- ☐ *Conditions for Success.ppt*

Miscellaneous

- ☐ Sign-in sheets

Conditions for Success

Begin *DCSS CSPO Day 1 PreWelcome.ppt*
(Have PowerPoint running as participants enter the room)

I. Welcome

A. Welcome participants to CSPO
   1. Introduce yourself and other trainers (if appropriate)
   2. Supplies at your tables are yours to keep
      a) Participant Resource Guide
      b) Note pad
      c) Post-its
      d) Pens
      e) Highlighter

B. Distribute the sign-in sheet to participants

C. Ask participants if they have any Questions

Begin *Conditions for Success.ppt*

II. Conditions for Success

A. Tell participants
   1. General housekeeping information (restrooms, emergency exits, telephone access, etc.)
   2. Cell phones and pagers are to be set to silent mode or turned off
   3. Location of restrooms

B. Explain to participants “Your Responsibilities”
   1. 100% Participation
   2. Share your thought, ideas, and experiences
   3. Ask Questions (Ask for help or clarification)
   4. Keep to the subject matter
   5. Be an active listener
   6. Appreciate others’ viewpoints
   7. Be punctual

C. Distribute DCSS CSPO Course Goal and Objectives Handout and discuss with participants
   1. DCSS CSPO Course Goal
   2. DCSS CSPO Course Objectives

D. Tell participants
   1. Who the California DCSS Director is
   2. Reference to “Director’s Message” in Participant Resource Guide

Participant Expectations

I. Introduction

A. Purpose – To identify participant expectations of the Child Support Program Orientation

B. Ask participants “What do you expect to gain from this program?”

II. Individual Exercise

A. First we're going to ask you to individually make a list of YOUR expectations

B. You will have 5 minutes
C. Questions?
D. Call Time

III. Group Exercise

A. The next portion of this exercise will be
   1. To discuss your expectations in a group
   2. And create one combined list
   3. You will have 10 minutes for discussion
B. Divide participant into groups
   1. Ask participants if they have any questions
   2. Circulate to ensure all participants are participating
C. Call time
D. Debrief exercise
   1. Does each group have a list of all the expectations?
      a) The next step is to share each group's list with everyone else
      b) Ask for a spokesperson to report each group's list
      c) Introduce each spokesperson to the class
   2. Ask spokesperson to share the group's list
      a) Respond to list
      b) Ask for explanation on any (if appropriate)
   3. Repeat with each spokesperson
   4. Thank participants for their participation
E. Transition to "Participant Agenda"

Participant Agenda

I. Introduction

A. Purpose – To review the Participant Agenda for the course
   1. Distribute Participant Agenda
   2. Review Agenda with participants
B. CSPO topics
   1. Welcome & Conditions for Success included
      a) Introductions
      b) Housekeeping items

2. Participant Expectations
   a) Participants identified what they expected to gain from the program
   b) Then worked as a group to discuss their expectations
3. Participant Agenda

II. Agenda items to be covered include

A. Big Picture
   1. History of the Child Support Program
   2. Organizational Structure
   3. Federal & State Performance Measures
   4. Performance Improvement Tools
   5. Civil Rights
   6. Child Abuse and Neglect Reporting Act
   7. California Child Support Automation System (CCSAS)
   8. Case Evaluation

B. Confidentiality – OCSE video “Securing The Future”

C. State of California DCSS Internet

D. Child Support Terminology

E. Case Flow

F. Intake

G. Locate

H. Establishment

I. Review & Adjustment

J. Enforcement

K. Interstate

L. Financial Management

M. Case Closure

N. Customer Service

O. DCSS CSPO Course Wrap-up
   1. Question and Answer
   2. Open Forum
   3. Evaluations
   4. Certificates

III. Closing

A. Ask participants if there are any questions and provide responses

B. Thank participants for their participation
C. Transition to the next topic

Section 3

Big Picture

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Organizational Structure 25
Federal and State Child Support Performance Measures 26
Performance Improvement Tools 28
Civil Rights 30
Child Abuse and Neglect Reporting Act 31
California Child Support Automation System 31

Case Evaluation Topic Outline 33

Big Picture Topic Outlines

The Big Picture provides a history of the child support program and introduces key and current child support issues. Topics covered in this module include:

- History of the Child Support Program
- Organizational Structure
- Federal and State Child Support Performance Measures
- Performance Improvement Tools
- Civil Rights
- Child Abuse and Neglect Reporting Act
- California Child Support Automation System

Duration: 60 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ Big Picture Exercise (To be distributed at end of Case Evaluation Topic)

PowerPoint

- ☐ *Big Picture.ppt*

Miscellaneous

- ☐ None

History of the Child Support Program

Begin *Big Picture.ppt*

I. Introduction

A. Goal – To explain the origins and evolution of the child support program, also known as the IV-D program

B. Objectives – By the end of this module participants will be able to:

1. Define the Title IV-A, IV-D and IV-E agencies
2. List important legislation that affected the Child Support Program

II. History

A. Social Security Act of 1935

1. **Title IV-A** refers to the portion of the Social Security Act that established AFDC, Aid to Families with Dependent Children, the first public assistance program
   - *a)* Title IV-A was the foundation of today's welfare system
   - *b)* In a IV-A case, a custodial parent (parent who has physical custody of a child or children) is receiving public assistance benefits
     - (1) Case is referred to the State Child Support Enforcement Agency
     - (2) To recoup the cost of benefits from the noncustodial parent

   Trainer Note: *Effective Jan. 1, 1998, a 60 month time limit on the receipt of cash assistance for the parent of an aided child, was imposed. California law requires that any month for which the cost of case aid is fully reimbursed as a result of child support collection, shall not be counted as a month of receipt of aid. [WIC §11454(b), WIC §11454.5(3) and MPP §42.303.21(g)(1)]*

2. **Title IV-D Amendment of 1975** – Required all states to establish a program to locate noncustodial parents, establish paternity, establish and enforce child support obligations and collect and distribute support payments
   - *a)* The IV-D Agency is the Local Child Support Agency
   - *b)* In a IV-D case, the custodial parent is receiving one or more of the above services offered by the State and local child support agency
3. **Title IV-E Amendment of 1980** – That portion of the Social Security Act which established a federal and State program known as Foster Care that provides financial support to a person, family or institution that is raising a child or children that is not their own
   - *a)* This program is primarily funded from Federal sources
   - *b)* The IV-E Agency is the Foster Care Agency
   - *c)* In a IV-E case, a child or children is being raised within the foster care system

B. Important Legislation

1. **Child Support Enforcement Amendment of 1984** – Expanded enforcement actions available to the child support program
   - *a)* Income withholding orders became mandatory on delinquent accounts
   - *b)* Expedited process of establishment and enforcement of support orders
   - *c)* Allowed state income tax refund intercepts, real property liens, and credit reporting on delinquent accounts

2. **Family Support Act of 1988**
   a) Strengthened enforcement actions such as immediate wage withholding for all child support orders issued or modified on or after November 1, 1990

   Trainer Note: *The Family Support Act of 1988 also gave LCSAs the authority to modify child support orders issued prior to November 1, 1990 to allow for wage withholding.*

   b) Provided for mandatory review and adjustment of child support orders
   c) Required states to develop a statewide automated child support system
3. **Omnibus Reconciliation Act of 1993**
   a) Mandated that each state adopt a simple hospital-based program for the early establishment of paternity
   b) In California, the Paternity Opportunity Program (POP) was established January 1, 1995

4. **Personal Responsibility Work Opportunity Reconciliation Act of 1996** (aka welfare reform and PRWORA)
   a) Philosophy of PRWORA is to help families become self-sufficient
   b) Created Temporary Assistance for Needy Families (TANF) which replaced Aid to Families with Dependent Children (AFDC)
5. **Federal Child Support Performance and Incentive Act of 1998**
   a) Established 5 Federal Performance measures and data reliability standards
   b) More detail on this will be provided
6. **1999 – Child Support Reform in California**
   a) Created new California Department of Child Support Services (DCSS)
   b) Moved local administration of child support program from District Attorneys to newly created Local Child Support Agencies (LCSAs)

Organizational Structure

I. Introduction

Purpose – To introduce the child support organizational structure

II. Levels of Government

A. **Federal Level** – Office of Child Support Enforcement
   1. Under Administration of Children and Families

2. Under Health and Human Services Agency
3. President of USA
4. California is in OCSE Region IX
5. Participant Resource Guide also contains information on how communication with the LCSA occurs and how LCSAs are regulated

B. **State Level** – California Department of Child Support Services (DCSS)
1. Curtis Child, Director
2. Under State of California Health & Human Services Agency
3. Under the Governor's office

C. **County Level** – Local Child Support Agency (LCSA) – each county or regionalized office.

D. Introduce LCSA Organizational Structure (if applicable)

E. For more specific information on the roles and responsibilities of the agencies administering the child support program, please refer to your Participant Resource Guide

F. The Appendix provides a list of Family Code sections pertaining to child support

Federal and State Child Support Performance Measures

I. Introduction

A. Purpose – To discuss the Federal and State Performance measures for Child Support

B. Federal and State Child Support Performance Measures effect:
1. Funding (Incentive system based on program performance)
2. Customer Service (How well we perform is tied directly to the well-being of the children we serve)

II. History of Performance Measures

A. At the Federal Level
1. Incentive funding originated with PRWORA in 1996 then was significantly changed by the Child Performance and Incentive Act of 1998, from a cost-effectiveness basis to five specific agreed upon measures of program success
2. Implementation was communicated via a policy document called an "Action Transmittal" issued by OCSE.
3. Please turn to the section entitled "Federal and State Child Support Performance Measures" on page 11 of your Participant Resource Guide

B. At the State Level
   1. Family Code section 17602 required the Department of Child Support Services to adopt performance standards no later than January 1, 2001
   2. Nine specific performance standards are mandated by Family Code section 17602(a)
   3. Two medical support related measures were added based on stakeholder input
   4. CSS Letter 00-10 advised of the adoption of the Child Support Program Performance Standards effective January 1, 2001, to be added to regulations effective July 1, 2001
   5. The Director is required to submit semi-annual reports to the Legislature, the Governor, and the public on the progress of all local child support agencies in each performance measure

C. The State measures are more detailed in the same areas as the Federal measures

III. Federal and State Performance Measures

A. There are five Federal and eleven State performance measures

B. Five Federal Performance Measures
   1. Paternity Establishment Percentage – Measures the total number of children in the IV-D caseload for whom paternity has been established or acknowledged during the fiscal year, compared to the total number of children in the IV-D caseload who were born out-of wedlock in the preceding federal fiscal year
   2. Percent of Cases with a Child Support Order – Measures cases with support orders, as compared with the total caseload. Support orders are broadly defined as all legally enforceable orders, including orders for medical support only, and zero support orders
   3. Percent of Current Support Collected – Measures the amount of current support collected, as compared to the total amount of current support owed, expressed as a percentage
   4. Percent of Cases with Arrearage Collections – Measures cases with child support arrearage collections, as compared with cases owing arrearages
   5. Cost Effectiveness Performance Level – Compares the total amount of distributed collections to the total amount of expenditures for the fiscal year

C. Eleven State Performance Measures
   1. Percent of cases with a court order for current support
   2. Percent of cases with collections of current support
   3. Average amount collected per case with collections
   4. Percent of cases with an order for arrears

5. Percent of cases with arrears collections (similar to federal measure)
6. Percent of alleged fathers or obligors who were served with a summons and complaint to establish paternity or a support order
7. Percent of children for whom paternity has been established
8. Percent of cases that had a support order established during the period
9. Total child support dollars collected per $1.00 of total expenditure (similar to federal measure)
10. Percent of cases for which medical support has been ordered
11. Percent of cases with health insurance coverage provided as ordered

D. Data Reliability Standards – Federal requirement
   1. Performance data must be accurate, complete and reliable to a minimum acceptable standard of 95%
   2. Emphasize importance of accurate data entry

E. Reporting Requirements
   1. Point out differences between State and Federal fiscal year periods
   2. Federal data reliability audits are conducted periodically
      a) Federal Fiscal Year (October 1-September 30) reported annually
      b) State Fiscal Year (July 1-June 30) reported monthly

Performance Improvement Tools

I. Introduction

A. Purpose – To introduce Performance Improvement Tools

B. Vision of the California Child Support Services Program- “Children can count on their parents for the financial, medical, and emotional support they need to be healthy and successful.”

II. California DCSS Strategic Plan

A. Created in collaboration with LCSA Directors, customers, and other stakeholders

B. Represents Department’s ongoing commitment to put children first

C. Establishes statewide program performance goals, objectives and measures through federal FY 2005
   1. Improve performance of child support program
   2. Establish a single, statewide, automated system
   3. Ensure uniformly administered statewide program reflecting the program’s vision and values

4. Decrease barriers to program participation for parents and caregivers
5. Enhance program awareness and accessibility

III. Quality Assurance Performance Improvement (QAPI)

A. What is QAPI?
   1. A statewide approach to managing in a performance-based environment
   2. A process that all local child support agencies will use to achieve improvement in their program performance.

B. The purpose of QAPI
   1. To improve performance statewide
   2. Ensure program effectiveness
   3. Improve customer service
   4. Maximize program resources

C. Funding Incentives and penalties are tied directly to program performance

D. Developed and implemented in 2002, will be established in the California Family Code

E. QAPI Manual was provided to each LCSA – Provides guidance in the following Six Performance Areas:
   1. Leadership and Organization
   2. Case Management
   3. Financial Management
   4. Customer Service and Satisfaction
   5. Administrative Services
   6. Improving Organizational Performance

F. Initial QAPI Plan Requirements for LCSAs
   1. Identify QAPI Organizational Structure and Team
   2. Set Local Performance Targets for 2003
   3. Prepare Action Plan (for each performance issue identified)

IV. Compliance

A. Compliance within the Child Support Program context refers to Local Child Support Agencies (LCSAs) adhering to and/or meeting State and Federal mandated requirements.

B. These requirements govern identified actions LCSAs must take and set specific time frames for those various actions when managing child support cases.

C. Adherence to these requirements is generally expressed in terms of the quantity or quality of effort, required timeframe, and/or other mandatory measurable expectation

1. Is monitored by the California Department of Child Support Services (DCSS)
2. By the federal Office of Child Support Enforcement

D. The results of the compliance monitoring are used as one factor in determining a state's child support funding allocation.

E. A summary of this information is provided in the Participant Resource Guide in the "Performance Improvement Tools" section.

Civil Rights

I. Introduction

Purpose – To introduce sources of information on Civil Rights

II. Civil Rights

A. Our personal rights are guaranteed and protected by the U.S. Constitution and by subsequent acts of Congress

B. The State's policy on discrimination is provided in the Child Support Handbook

1. The State of California is committed to treating all persons equally.
2. No one will be excluded from services or denied access to the child support program
3. or otherwise subjected to treatment that is different than that provided to others because of age, color, disability, ethnic group, identification, national origin, race, religion, or sex

C. Information is available on the web site at www.hhs.gov/ocr

D. Additional information is available in LCSA Letter 02-19 (July 18,2002)

E. These sources are noted in the Participant Resource Guide

Child Abuse and Neglect Reporting Act

I. Introduction

Purpose – To introduce child abuse and neglect reporting responsibilities

II. Child Abuse and Neglect Reporting Act

A. Purpose of legislation – To protect children from abuse and neglect

B. As a child support professional you are a “mandated reporter”

C. Responsibility is to report any known or suspected child abuse or neglect to the appropriate local authority

California Child Support Automation System

I. Introduction

A. Purpose:

1. To provide you with an overview of the California Child Support Automation System project and
2. To familiarize you with terms you will be hearing in the future (i.e. “CCSAS”)

B. The mission of the CCSAS is:

1. To create a uniform, single statewide system for child support
2. To ensure the system delivers effective and efficient services to all users and customers of the system

II. CCSAS Components

A. The CCSAS will include two functional components:

1. The Child Support Enforcement component (CSE) and
2. The State Disbursement Unit (SDU)

B. The CSE component of CCSAS includes

1. Case Management (for example, Case Initiation, Locate, Customer Service, Enforcement)
2. External Interface Management
3. Member/participant data
4. Support Order Information (for example, Establishment, Modification)

C. The SDU component of CCSAS will provide financial services in the areas of:
   1. Collection
   2. Processing
   3. Disbursement of payments

D. Refer to the “Statewide Uniformity with CCSAS” table on page 17 of the Participant Resource Guide
   1. This table illustrates what the system is being designed to do relative to organizational issues and the goal of statewide uniformity.
   2. A before and after snapshot. Take a minute to look at the Current Practice and how life will be with CCSAS

III. Closing

A. Ask participants if there are any questions and provide responses

B. Thank participants for their participation

C. Transition to the next topic

Case Evaluation Topic Outline

Duration: 45 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ Big Picture Exercise (includes Case Evaluation questions)

PowerPoint

- ☐ *Case Evaluation.ppt*

Miscellaneous

- ☐ None

Begin *Case Evaluation.ppt*

I. Introduction

A. Purpose – To introduce the basic information used to evaluate a child support case

B. Objectives – By the end of this module participants will be able to:

1. Identify three basic areas of case evaluation to use when performing any function on a case, and
2. Provide filters to be used when performing case evaluation

C. Direct participants to turn to the Case Evaluation page in the Participant Resource Guide.

II. Case Evaluation

A. The DCSS has a list of values that you may use when performing your individual responsibilities as child support professionals

1. This list provides the basis for the first step in case evaluation
2. Refer to "Case Evaluation" on page 19 of the Participant Resource Guide

B. First Step of Case Evaluation:

1. Adopt the DCSS "List of Values" as a filter
   a) Commitment to Children: "We believe in a shared commitment among parents, communities, and agencies to put the well being of children above all else"

b) Fairness and Respect: “We embrace the diversity of people, recognize their needs and treat each individual with fairness, equity, and consideration”

c) Quality Customer Service: “We are committed to providing timely, courteous, and responsive services to our customers, consistently exceeding their best expectations”

d) Cooperative Partnerships: “We promote sharing, cooperation, and joint effort with families, communities, and agencies in an environment of trust and open communication”

e) Integrity and Ethnical Conduct: “We uphold the highest ethical standards with families, communities, and agencies in an environment of trust and open communication”

f) Operational Excellence: “We proactively seek the most efficient and effective ways to meet the needs of children and families”

2. Child support professionals have many different responsibilities within in this program
3. If we all have these six values as filters or as our background we will be better able to:
   a) Promote well-being and self-sufficiency
   b) Deliver first-rate service, and
   c) Contribute to the financial, medical and emotional needs of children

C. Second Step in case evaluation: Understand the principles of basic case flow

1. The child support professional's second piece of background information is to understand the functions of child support and how those functions work together
2. The functions of case flow are:
   a) Intake
   b) Locate
   c) Establishment and Review and Adjustment
   d) Enforcement
   e) Financial Management
   f) Case closure
3. We will discuss each of these functions throughout the course

D. Third Step in case evaluation: Identify the basic data elements in a case

Trainer Note: *You may need to add additional data elements to the following list that are more specific to your LCSA.*

1. Elements:
   a) Case Status
   b) Case Participants

2. Case Status

   a) Is the case open or closed?
   b) Where are the parties?
      (1) Local: all participants are within your county
      (2) Intrastate: all participants are within the state
      (3) Long-arm: the custodial party is within the state and the LCSA is directly enforcing the order against a noncustodial parent in another state
      (4) Interstate: one of the parties is another state and the LCSA is working with a IV-D agency in the other state to establish or enforce the order
   c) What is the case type?
      (1) Never Assistance
      (2) Current Assistance
      (3) Former Assistance
   d) What services is the LCSA providing?
      (1) Establishment or enforcement of
         (a) Current child support
         (b) Arrears only
         (c) Medical support
      (2) Establishment of Paternity only
      (3) Locate services only

3. Identify the case participants including any additional Participants involved in the action
   a) Direct participants
      (1) Custodial party (CP)
      (2) Noncustodial parent (NCP)
      (3) Dependant
   b) Other related parties
      (1) LCSA caseworker
      (2) Local welfare department caseworker
      (3) Other IV-D agency caseworker
      (4) Ombudsman case worker
      (5) Private attorney
      (6) Court staff
      (7) Administrative Law Judge
      (8) Family Law Facilitator

E. By tying these three steps together
   1. Adopt the DCSS Values
   2. Understand the DCSS Case Flow, and

3. Identify the basic data elements.
4. A child support professional will be able to:
   a) Identify where a case is in its life-cycle
   b) Identify the functional area in which the next appropriate action should take place, and
   c) Help a case to reach a successful conclusion

III. Exercise

A. Distribute Big Picture exercise

B. Allow 15 minutes for completion

C. Call Time

D. Collect exercises

IV. Closing

A. Ask the participants if they have any questions and provide responses

B. Thank the participants for their participation

C. Transition to the next topic

Section 4

Confidentiality

Confidentiality Topic Outline 39

Confidentiality Topic Outline

Duration: 45 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ Confidentiality Exercise

PowerPoint

- ☐ *Confidentiality.ppt*

Miscellaneous

- ☐ "Securing The Future" Video *(running time approximately 16 minutes)*

Begin *Confidentiality.ppt*

I. Introduction

A. Purpose – To discuss the importance of confidentiality in child support

B. Maintaining Confidentiality – Ask the following questions

1. What do you believe confidentiality is?
   - *a)* Allow participants to respond
   - *b)* Facilitate discussion
2. How does confidentiality relate to your job?
   - *a)* Allow participants to respond
   - *b)* Facilitate discussion
3. What information needs to be kept confidential?
   - *a)* Allow participants to respond
   - *b)* Facilitate discussion
4. What steps do you take to ensure that confidential information is released to authorized persons for authorized reasons?
   - *a)* Allow participants to respond
   - *b)* Facilitate discussion
5. Are there risks or repercussions in releasing confidential information?
   - *a)* Allow participants to respond
   - *b)* Facilitate discussion

6. What do you think those risks/repercussions are?
   a) Allow participants to respond
   b) Facilitate discussion
7. Let's take a look at what the California Regulations say about confidentiality

II. Confidentiality

A. Refer participants to "Confidentiality and Record Keeping" on page 25 of the Participant Resource Guide

B. Section 111420 Record Maintenance
   1. This section discusses all of the different pieces of information that we need to keep in our records
   2. Examples are the application for services and any actions taken on the case

C. Section 111430 Safeguarding and Confidentiality of Child and Spousal Support Information
   1. It describes what information is considered confidential
   2. Ask participants to read section (a)

D. Section 111440 Disclosure of Information
   1. It lists circumstances in which we may disclose information to specific agencies
   2. For special agencies refer to CCR Section 111440

   Trainer Note: *Section 111440 incudes a reference to Title IV-B of the Social Security Act. Title IV-B addresses child welfare services such as assessment and placement. More information on Title IV of the Social Security Act can be found online at http://www.ssa.gov*

E. Section 111450 Record Retention
   1. This section discusses the length of time we must retain records after the case is closed
   2. It provides circumstances in which we may be required to keep information longer

F. Section 111460 Record Disposal
   1. This section discusses acceptable ways in which we may dispose of confidential information
   2. It addresses both paper and electronic records

G. Introduce and screen "Securing The Future" video

H. Discussion of the video
   1. What are your thoughts on the video?
      a) Allow participants to respond
      b) Facilitate discussion
   2. What would you say if you were in that situation where the co-worker was researching high school classmates?
      a) Allow participants to respond
      b) Facilitate discussion
   3. Do you feel your perspective has changed since seeing the video?
      a) Allow participants to respond
      b) Facilitate discussion
   4. If so, how?
      a) Allow participants to respond
      b) Facilitate discussion

III. Exercise

A. Distribute Confidentiality exercise
   1. Announce time limit of 5 minutes
   2. Call time after 5 minutes
B. Review answers to exercise to discuss the importance of confidentiality
C. Collect exercises

IV. Closing

A. Ask participants if they have any questions and provide responses
B. Thank participants for their participation
C. Transition to the next topic

Section 5

State of California DCSS Internet

State of California DCSS Internet Topic Outline 45

State of California DCSS Internet Topic Outline

Duration: 30 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ DCSS Internet Handout

PowerPoint

- ☐ *DCSS Internet.ppt* (optional)

Miscellaneous

- ☐ None

Trainer Note: *If internet access is available, Trainers may opt to access the DCSS Internet site in a live demonstration instead of using the DCSS Internet PowerPoint.*

Begin *DCSS Internet.ppt*

I. Introduction

Purpose – To introduce the California DCSS Internet site and discuss what child support information is available.

II. California DCSS Internet Site

A. Distribute handout – Advise participants to review handout along with PowerPoint slide show

B. Site Address

1. Describe the site
2. Site Address – http://www.childsup.ca.gov

C. Review home page

1. Identify Curtis L. Child, Director of DCSS
2. Review mission statement for DCSS

3. Links on left side of web page are static (always present and active)
   a) DCSS Home (links to this page)
   b) News About the Child Support Program – news articles, arranged by date
   c) Program Information and Services – information about the California Child Support Program
   d) Contact Local Office – lists all 58 county LCSA web sites
   e) Frequently Asked Questions – common questions about child support posed by NCPs and CPs
   f) Reference Library – regulations, child support letters
   g) Projects – regarding Local Agency Transition and the Child Support Statewide Automation System (CCSAS)
   h) About DCSS (links back to "Home")
4. Please keep in mind that the web site pages are updated regularly

D. Introduce Program Information & Services Page

1. Access – click on the Program Information & Services link from the home page
2. Introduce Program Initiatives for the California DCSS
3. Various program information, i.e. Paternity Opportunity Program (POP)

E. Introduce Child Support Training and Certification Program page
1. Access – click on the Child Support Training and Certification Program link from the home page
2. Features include:
   a) Overview of Services – Training & Procedures Unit
   b) Training Letter & News – Training Coordinator Letters issued regarding training related topics or issues
   c) On-Line Course Catalog – provides a listing of courses offered on-line
   d) Training Schedule – provides a list of courses and events, as well as when they will occur
   e) External Training Opportunities & Resources – provides links to additional external training program materials
   f) Frequently Asked Questions – provides answers to the common questions raised regarding Child Support Program and its curriculum
   g) Contact the DCSS Training Team – provides information on how to contact the DCSS Training Team, as well as training coordinators for each of the counties

III. Closing

A. Ask participants if they have any questions

B. Thank participants for their participation

C. Transition to the next topic

Section 6

Case Flow

Case Flow Topic Outline 51

Case Flow Topic Outline

Duration: 60 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ Child Support Glossary
- ☐ Federal and State Timeframes handout

PowerPoint

- ☐ *Case Flow.ppt*

Miscellaneous

- ☐ None

Begin *Case Flow.ppt*

I. Introduction

Purpose – To introduce child support terminology, DCSS Case Flow, and provide an overview of the functional areas of the child support program

II. Child Support Terminology

A. The glossary contains terminology commonly used in the child support program

B. Distribute glossary to participants (if glossary has not already been distributed)

C. Review terminology with participants by taking them through the glossary

D. Ask participants if there are any questions and provide responses

III. Case Flow

A. Refer participants to the "Case Flow Introduction and Flow Chart" on page 31 of the Participant Resource Guide

1. This chart is the DCSS's "map" of case flow
2. Explain that the flow chart represents the life cycle of the "ideal case"

B. Explain that the case flow is discussed because of
   1. The importance of understanding the big picture
   2. Flow of the child support program as a foundation for:
      a) Decision making
      b) Policy review and establishment
      c) Case evaluation
      d) Understanding how the functional areas of child support interact

C. Review each box of the case flow flowchart
   1. Intake
      a) A request for action is received to start the process and these come in the form of a:
         (1) Referral
         (2) Application, or
         (3) Petition
      b) Once a request is received, the LCSA staff must take various steps to review the request and open a case
      c) More information regarding this will be provided in the Intake chapter
   2. Locate
      a) After it has been determined that information regarding NCP's location and/or assets in missing locate activities must be initiated
      b) In the "ideal case" from Intake to case closure this is where the Locate function exists.
      c) However, Locate functions may be required at any stage within a case's life-cycle
   3. Establishment
      a) Once we have located the NCP, the next step in the Case Flow is to ask, "Is there an enforceable court order which includes all of the required terms?"
      b) What are some of the ways to establish an enforceable order?
         (1) Summons and Complaint (S&C)
         (2) Registration of Order and Substitution of Payee
         (3) Notice of Motion (NOM)
         (4) Order to Show Cause (OSC). These and additional functions will be discussed during the Establishment topic
      c) Next step in the process: financial accounts are created
         (1) This is a function that exists in Financial Management
         (2) Financial Accounts are created to track the collections and disbursements of funds received by the LCSA
         (3) Once Financial Accounts are created, Enforcement can begin in the case
   4. Enforcement
      a) There are 5 main categories of Enforcement elements or actions

(1) Immediate
(2) Non-discretionary
(3) Special
(4) Extraordinary
(5) Other Legal Actions

b) More information regarding the Enforcement function will be discussed later

5. Financial Management
   a) Now through our enforcement actions we are receiving full payments each month. Remember this is the “ideal case”
   b) When payments are received, they are processed through the Financial Management function
   c) The payments made by the NCP are applied to the accounts and disbursed appropriately
   d) This process is called collection, allocation, distribution and disbursement and will be discussed during Financial Management
6. Case Closure (and Satisfaction of Judgment)
   a) This is the last stop in the life cycle of an ideal case
   b) When a satisfaction of judgment is recorded it provides that all issues addressed by the referenced court order have been satisfied. This is a very powerful document
   c) Some criteria which is considered for a Satisfaction of Judgment to be issued
      (1) No arrears owed
      (2) Children emancipated
   d) The case will then be closed

D. This is an overview of the process from Intake to Case Closure
   1. The ideal case moves from step to step and function to function
      a) However, a majority of the child support cases will require additional attention and hands-on processing throughout their life-cycles
      b) Some cases may remain in the locate function and eventually have to be closed
      c) Others will require more attention by a child support professional or legal actions in the enforcement function
   2. There are two general production models used in the child support program
      a) Cradle-to-Grave: Case workers perform most of the child support functions as outlined on a case throughout its life-cycle
      b) Functional: Case workers perform elements of one of the specific functions mentioned earlier on the caseload while other case workers perform the elements of the other functional areas on the same caseload

Trainer Note: *Provide information as to which of the two production models best describes your county*

3. This flow chart provides an overview of a case's life-cycle so that regardless of which general production model is used in a county the child support professional will be able to
   a) Identify where a case is in its life-cycle
   b) Identify the next logical action or function that should take place in a case, and
   c) Understand that each function within the case flow must work together if a case is to come to a successful conclusion
4. Distribute Federal and State Timeframes Handout
   a) Handout provides timeframes for actions the LCSA must take on cases (compliance)
   b) More about these timeframes will be discussed throughout the course

IV. Closing

A. Ask participants if they have any questions and provide responses

B. Thank participants for their participation

C. Transition to the next topic

Section 7

Intake

Intake Topic Outline 57

Intake Topic Outline

Duration: 45 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ Intake Exercise

PowerPoint

- ☐ *Intake.ppt*

Miscellaneous

- ☐ None

Begin *Intake.ppt*

I. Introduction

A. Goal – To provide an overview of the Intake process and explain how a case is initiated

B. Objectives – By the end of this module participants will be able to:

1. List three sources for Requests for IV-D services
2. Identify the required actions and timeframes involved in initiating a case

C. Intake is the process of responding to a request for IV-D services and seeking to obtain the best information possible to initiate the case and establish a case record

II. Request for Services

A. Requests for IV-D Services come from 3 different sources

1. Non-Welfare

a) (112100) When a CP or NCP requests an application package, Compliance Measures dictate we must "Provide the application package on the day it is requested in person, or within 5 business days of a telephone or written request"

b) Compliance Measure – Accept a signed application form on the day it is received from a CP or NCP who is not currently receiving public assistance

2. Welfare (aka Public Assistance, IV-A, HHSA, DSS)
   a) The referral from the county welfare department includes the following:
      (1) The "Referral to Local Child Support Agency" Form CW371 as required by the California Department of Social Services (CDSS)
      (2) The "Support Questionnaire" Form CW 2.1Q, also required by CDSS
      (3) The "Attestation Statement" Form CS870 if applicable – An Attestation Statement is required if the CP indicates she does not know who the NCP is or does not have sufficient information regarding the NCP for the LCSA to pursue
   b) There are 3 types of referrals we receive from the local Welfare Department:
      (1) CalWORKs – California Work Opportunity & Responsibility to Kids. Family is receiving cash assistance
      (2) Medically Needy Only – Receiving medical assistance only, no cash
      (3) Foster Care – When a child is placed in 24-hour out-of-home care receiving public assistance
   c) Assignment of Rights
      (1) As a condition of eligibility of public assistance, the CP must assign to the LCSA any right to collect child, spousal, and medical support, including arrearages paid by the NCP
      (2) In exchange for receiving public assistance benefits CP must sign Form # CW2.1 Notice and Agreement at the time of application for public assistance
   d) Compliance Measure – Accept all referrals from the local welfare department on the day they are received
3. Interstate Sources
   a) This is an Out of State request which is forwarded to us through the California Central Registry when one of the parties resides in our County
   b) Compliance Measure – If additional information is needed, we have 10 business days to notify the caseworker in the initiating IV-D agency

B. These requests for services fall into three different categories or case aid status types:
   1. Never Assistance – Are not now and have never received cash assistance
   2. Former Assistance – Are not now but have received cash assistance in the past
   3. Current Assistance – Currently receiving cash assistance

4. There will be more information on case aid status in the Financial Management module

III. Case Opening Process

A. Compliance Measure – Within 20 calendar days of receipt of any request for IV-D services, open or re-open and establish a case record
   1. Input key data elements into automated system
   2. Create a paper file
   3. Record all actions taken, each contact made, dates, names and results relevant to case

B. Interview
   1. Cooperation vs. Non-cooperation:
      a) As a condition of CalWORKs eligibility, the recipient is required to cooperate with the LCSA in
         (1) identifying and locating the noncustodial parent
         (2) establishing paternity
         (3) obtaining child support payments
         (4) and/or appearing at interviews and legal proceedings
      b) The penalties for failure to cooperate (non-cooperation) can be discontinuance or reduction of cash grant
   2. Good Cause:
      a) The reason for which a CalWORKs recipient is excused from cooperating with the LCSA
      b) The determination of good cause is made by the local welfare department
      c) The LCSA shall suspend all child support services when notified by the county welfare department of a finding of good cause
      d) Some examples of good cause are:
         (1) Increased risk of abuse to the child or custodial party
         (2) Situations where rape or incest resulted in the conception of the child
   3. Compliance Measure:
      a) Within ten calendar days of opening a case on a welfare referral or a non-welfare application we must interview the CP or the NCP (if NCP is the applicant) to obtain information necessary to pursue paternity and establish or enforce an order
      b) If an Interview was conducted prior to opening a case, that satisfies this requirement – 112100e)
   4. During the interview:
      a) Review forms and solicit additional information or completion of forms as necessary (CP is your best resource)

b) Educate customer on rights & responsibilities, and the child support process

c) Screen for family violence and activate a Family Violence Indicator if appropriate in the county's automated system (link to Securing the Future video shown in the Confidentiality topic)

(1) A family violence indicator is a flag that appears in the Federal Case Registry

(2) It is placed on a participant in a case or order by a State that indicates a person is associated with child abuse or domestic violence.

(3) It is used to prevent disclosure of the whereabouts of a custodial party and/or child believed by the State to be at risk of family violence

d) Determine if paternity is at issue and complete a paternity questionnaire (link to Establishment)

e) Share local resource information if appropriate, some examples are:

(1) Family Law Facilitator

(2) Victim Services

(3) Substance abuse referrals

C. Assess and refer for next appropriate action

1. After opening a case an assessment is needed to determine the next appropriate action

2. Some examples of questions to consider are:

a) Do we have a valid address?

b) Is there an existing order for relief sought?

c) Is paternity at issue?

d) Will this be an Interstate case?

IV. Exercise

A. Distribute Intake exercise

B. Allow 5 minutes for completion

C. Call time

D. Collect exercises

V. Closing

A. The case intake and initiation process is critically important to enabling the provision of effective child support program services.

1. Information obtained and recorded will impact all other functions throughout the life cycle of the case

2. Intake is most often the first point of contact an applicant has with the Local Child Support Agency and can set the tone of the relationship between the two

B. Ask participants if they have any questions and provide responses

C. Thank participants for their participation

D. Transition to the next topic

Section 8

Locate

Locate Topic Outline 65

Locate Topic Outline

Duration: 45 minutes

Participant Supplies

- ☐ *See "Day One Materials Checklist" on page 7*

Handouts & Exercises

- ☐ Locate Exercise

PowerPoint

- ☐ *Locate.ppt*

Miscellaneous

- ☐ None

Begin *Locate.ppt*

I. Introduction

A. Goal – To introduce tools available to locate individuals and their assets in order to establish and enforce support orders.

B. Objectives – By the end of this module participants will be able to:

1. Identify reasons why NCP and/or CP may need to be located
2. List locate sources available to local child support agencies

C. Definition of "Locate" or "Location" means information concerning the physical whereabouts of the custodial party, noncustodial parent, noncustodial parent's employers, or the noncustodial parent's sources of income or assets which is used for the purpose of establishing paternity and establishing, modifying and/or enforcing a child support obligation." (CCR Section 110413)

D. Confidentiality

1. ***All* information from *all sources* is considered confidential**
2. Unauthorized disclosure of any information in a support case may be considered a misdemeanor or, in some cases, a felony and may be punishable by a fine, imprisonment, or both

II. Locate Process

A. Locate individuals
   1. Locate NCP – some examples are
      a) Locate for service of process (establishing or modifying support obligation)
      b) Contact regarding the child support case
      c) To determine jurisdiction
   2. Locate CP – some examples are
      a) Loss of contact
      b) Locate for distribution
      c) Contact regarding the child support case

B. Locate Assets
   1. Establishment
      a) Establish a support order based on guideline support
      b) Establish paternity
      c) Review and Adjustment (modify order to include support)
   2. Enforcement
      a) Serve Order to Withhold Income for child support for collection
      b) Serve National Medical Support Notice
      c) Review and Adjustment (modify order to increase or decrease support obligation)

C. Links to other functions – The need for locate can occur at any point in the life of a case and must be initiated within the appropriate time frames
   1. Intake
   2. Establishment
   3. Enforcement
   4. Financial Management

D. The LCSA has 75 days to access all appropriate locate sources after it has been determined the NCP's residence is unknown or assets need to be located

III. Locate Sources

A. Refer Participants to CPLS flowchart in the Locate section of the Participant Resource Guide

B. CPLS–California Parent Locator Service
   1. Top portion of flow chart lists the methods in which LCSA's request information through CPLS.{Methods listed in bubbles}

2. Middle portion of flow chart indicates that requests are processed through the Central Index/Suspense File
3. Lower portion of flow chart describes the different agencies within the state in which information is received. (Departments listed in boxes)

4. Top portion of flow chart lists the different agencies within the state in which information is received. {Departments listed in boxes}
5. Subsequent boxes under each agency list the sources of the information obtained through CPLS
   - *a)* EDD – Employment Development Department
     - (1) Wages to Employers
     - (2) Unemployment benefits
     - (3) Disability benefits
     - (4) Benefit Payment Address
     - (5) New Employee Registry
     - (6) Independent Contractor Registry
   - *b)* DMV – Department of Motor Vehicles
     - (1) Drivers license
     - (2) Vehicle registration
   - *c)* FTB – Franchise Tax Board
     - (1) Interest and dividend
     - (2) Federal wages
     - (3) Postal wages
     - (4) Financial data
     - (5) City business
   - *d)* DOJ – Department of Justice
     - (1) Criminal history file
     - (2) Applicant file
   - *e)* BOE – Board of Equalization
     - (1) Property Tax Exemption File (PTEF)
     - (2) Asset information for homeowners
   - *f)* PLS – Parent Locator Service
     - (1) Drivers records
     - (2) Employment data
     - (3) TANF data
   - *g)* SUMS – Statewide Utility Match System
     - (1) Southern California Gas
     - (2) Pacific Bell (SBC)
     - (3) Pacific Gas and Electric (P.G. & E.)
     - (4) Southern California Edison
     - (5) San Diego Gas and Electric (S.D.G. & E.)
   - *h)* C-CAP – California Cellular and Pager
     - (1) Sprint

(2) Cingular
(3) AT&T

C. FPLS/FCR – Federal Parent Locator Service/Federal Case Registry
   1. Top portion of chart indicates that new cases are reported to the Health & Human Services Data Center for Data Cleansing (HHSDC)
   2. Middle portion of chart indicates that data is processed through HHSDC to FCR via Connect Direct interface
   3. Bottom portion of chart indicates that locate information is obtained through the FCR via FPLS and the National Directory of New Hires

D. Other sources of locate information
   1. United States Postal Service for Postal Verification
   2. Local Telephone Company
   3. Internet
   4. Credit Reporting Agencies
   5. Other Public Utilities
   6. Voter Registration
   7. Friends and Relatives
   8. Private Locate Sources (when appropriate)

IV. Documentation and follow-through

A. Data Validity – Ensure information pertains to the case
B. Data Reliability – Enter information correctly
C. Document the case and update all information
D. Take next appropriate action

V. Exercise

A. Distribute exercise
B. Allow 5 minutes for completion
C. Call time
D. Collect exercises

VI. Closing

A. Ask participants if they have any questions and provide responses
B. Thank participants for their participation
C. Transition to the next topic

Section 9

Establishment

Establishment Topic Outline 73

Establishment Topic Outline

Duration: 165 minutes

Participant Supplies

- ☐ *See "Day Two Materials Checklist" on page 9*

Handouts & Exercises

- ☐ Benefits of Establishing Paternity Handout
- ☐ Establishment Exercise

PowerPoints & Videos

- ☐ *Day 2 Review.ppt* (optional)
- ☐ *Establishment.ppt*

Miscellaneous

- ☐ None

Trainer Note: *(Optional review) Review the previous day's topics with participants.*

Begin *Establishment.ppt*

I. Introduction

A. Goal – To introduce the legal actions the local child support agency takes in order to establish an enforceable child support order

B. Objectives – By the end of this module participants will be able to:

1. Define an "enforceable child support order"
2. Describe the legal actions to establish a new child support order
3. Describe the legal actions to establish the LCSA's authority enforce an existing child support order

C. A Local Child Support Agency cannot collect support until it has established an "enforceable" support order

D. The DCSS definition of "establish"

1. To "establish" means to "create a legal, written obligation which details the amount of money to be paid in child support and the provision of medical support by the NCP" (Office of Child Support Enforcement)
2. The "legal, written obligation" is an enforceable child support order

II. Enforceable Child Support Orders

A. What is an enforceable child support order?
   1. A legal decision which states how much child support must be paid by the NCP
   2. Refer participants to the court order documents in back of the Establishment chapter.

B. A child support order ***may*** contain these terms:
   1. An order stating a monetary amount which the NCP must pay for ongoing (current) child support
   2. An order for a past due child support amount.
   3. An order for health insurance coverage
      a) Medical support is considered a form of child support
      b) Per Family Code (FC), Section 3751, "health insurance coverage for a supported child shall be maintained if that insurance is available at no cost or at reasonable cost to the parent"
      c) "Reasonable" is defined further in the Family Code and in federal law
   4. An income withholding order
      a) "When the court orders a party to pay an amount for support…the court shall include in its order an earnings assignment order for support…" (FC 5230)
      b) More about income withholding orders will be discussed in Enforcement.

C. A child support order may also contain additional elements of support such as:
   1. Child care
   2. Medical bills
   3. Education
   4. Transportation

D. Some child support orders also establish "paternity" or fatherhood
   1. If paternity has not already been established by voluntary declaration or court order
   2. Ask Participants "What are the benefits of establishing paternity?" and then discuss
   3. Distribute the Benefits of Establishing Paternity Handout

E. Court orders for support can be established through:
   1. An action filed by a government agency
      a) Your LCSA
      b) Another jurisdiction's child support agency
   2. A dissolution judgment (divorce)

3. A legal action between two unmarried persons

III. Review of a New Child Support Case

A. After the LCSA opens a new case, a child support professional reviews the case to determine proper steps to establish LCSA's legal authority to enforce.

B. The next action the LCSA takes depends on whether or not an order exists

1. If an order does not exist, the LCSA will begin legal actions to create a **new** child support order
2. If an order does exist, the LCSA will begin legal actions to make the existing order payable to the LCSA

C. Some examples of an existing child support order would be:
   1. A child support order obtained by another California LCSA
   2. A dissolution judgment (divorce) between the NCP and the CP which contains a child support order
   3. A legal child support order between the unmarried NCP and CP
   4. A child support order obtained by another child support agency in another state

IV. Step 1 & 2 – Establishment of a New Child Support Order

A. First let's say that the LCSA has determined that it needs to establish a new child support order

B. Before we can establish a child support order, we must determine what the amount should be.

C. **Step 1**: Determining the child support amount
   1. The child support amount is determined using guidelines established by California law – called guideline child support
      a) Information on how guideline child support is calculated is found in Family Code Sections 4055-4076
      b) Guideline child support is based on:
         (1) Both parents' income information
         (2) Percentage of time the child(ren) are cared for by the NCP
         (3) The number of natural and adopted children of both parties
         (4) Note: If the CP is not the biological/adoptive mother or father of the child (i.e. aunt, grandparent, foster care provider) then that individual's income is not used for calculating support
         (5) Public assistance is not income and cannot be used in a child support calculation.
   2. A child support professional analyzes the income information from both the NCP and the CP

3. Some examples of income information which can be used when determining child support are:
   a) Wages from employment
   b) Tips, bonuses and commissions
   c) Rental income
   d) Royalties
   e) Interest and dividends
   f) Pension
   g) Disability
      (1) Worker's Compensation
      (2) State Disability Insurance (SDI)
      (3) Social Security Disability
      (4) Supplemental Security Income (SSI) and State Supplemental Payments (SSP) are not considered income and shall not be used in a child support calculation

D. **Step 2**: Filing a lawsuit for a new child support order
   1. After calculating the child support amount and determining other factors
   2. The LCSA files a lawsuit using a Summons and Complaint Regarding Parental Obligations
      a) The lawsuit is filed at the local superior court because it is the court which has jurisdiction over the child support case
      b) A Summons and Complaint is Judicial Council form FL-600
         (1) This is a standardized legal forms are created by the California Judicial Council
         (2) The forms are adopted by rule of court and mandated for use in all California courts
      c) The "summons" calls the defendant to court
      d) The "complaint" pleads with the court to order that the NCP:
         (1) Is the parent of the child or children
            (a) **Only** in cases where paternity has not already been established by a previous court order or by voluntary declaration of paternity
            (b) More information on the voluntary declaration of paternity will be given later in this training session
         (2) Pay a specified amount of child support
         (3) Provide health insurance coverage for the child or children
      e) The lawsuit may also ask for repayment of past due support
      f) The LCSA is the Petitioner/Plaintiff and the NCP is the Respondent/Defendant
      g) Refer to form FL-600, "Summons and Complaint or Supplemental Complaint Regarding Parental Obligations (Governmental)" on page 65 of the Participant Resource Guide.

3. Summons and Complaint must be served on the NCP with a copy of a "Judgment Regarding Parental Obligations" Form FL-630
   a) Also called the "Proposed Judgment"
   b) It is attached to the Summons and Complaint
   c) The Summons and Complaint explains that the "proposed" judgment will become an order if there is no response from NCP
   d) Refer to "Judgment Regarding Parental Obligations (Governmental)" on page 78 of the Participant Resource Guide

Trainer Note: *On Form FL-630, "Judgment Regarding Parental Obligations," if item 1-A is checked this is a "proposed" judgment. If item 1-B is checked this is a judgment that is now legally binding.*

V. Step 3 – Service of Process

A. Step 3: Service of process is a procedure in which
   1. The LCSA must "deliver a copy of the summons and complaint and proposed judgment to the NCP
   2. The LCSA must prove to the court that the LCSA has delivered these documents to the NCP

B. The LCSA will either:
   1. Arrange for personal service
      a) The NCP is personally handed the summons and complaint and proposed judgment, along with other information required by law or LCSA policy
      b) This is called a service packet, it includes:
         (1) Copies of Summons and Complaint and Proposed Judgment
         (2) Statement of Rights & Responsibilities
         (3) Child Support Handbook
         (4) Blank Answer to Complaint form
         (5) Blank Financial forms
         (6) Additional material required by law of LCSA policy
      c) A Proof of Service is filed with the court to prove that the NCP has been served

      OR
   2. Mail the service packet to the NCP
      a) The NCP is instructed to sign a legal form and return the form to the LCSA acknowledging that he or she has received the service packet
      b) The signed acknowledgment is filed with the court to prove that the NCP has been served

C. By law, the CP must also be notified of the legal actions to establish paternity and support
   1. He or she is sent these documents by mail

2. After a child support judgment has been entered, the CP will be a party to this case
3. After judgment, the CP will be known as the Other Parent (#6k)
4. A CP that is not a parent, for instance a foster care facility, or a caretaker relative does not become a party to the case

D. After legal service the LCSA may obtain a child support order
   1. By Stipulation
   2. By Court Hearing
   3. By Default

E. Let's address each of these options

VI. Step 4 – Obtaining a Child Support order By Stipulation

A. NCP contacts the LCSA with questions and concerns
   1. NCP may submit updated information on income and/or visitation
   2. Child support professional recalculates child support amount if warranted

B. NCP may come to an agreement with the LCSA on the matters addressed in the Summons and Complaint
   1. This agreement is called a Stipulation for Judgment
   2. A stipulation is a signed agreement between parties in a legal action
   3. Refer to Form FL-615 "Stipulation for Judgment or Supplemental Judgment Regarding Parental Obligations and Judgment (Governmental)" on page 74 of the Participant Resource Guide

C. In the Stipulation and Judgment, NCP agrees that he/she is:
   1. The parent of the child – In cases where paternity was requested on the Summons and Complaint
   2. Willing to pay child support in a specific amount
   3. Willing to provide health insurance for the child
   4. Willing to allow the court to enter an order without appearing in court

D. The stipulation is signed by all parties involved
   1. Only LCSA and NCP sign agreement if CP is on public assistance
   2. LCSA, NCP, and CP sign agreement if CP is not on public assistance
   3. The NCP must read through and sign the Advisement and Waiver of Rights for Stipulation

E. After the stipulation has been signed by all parties:
   1. It is sent to the court
   2. Signed by the commissioner/Judicial Officer
   3. Filed with the court

F. The Stipulation and Judgment is now an enforceable child support order and the LCSA has the authority to take enforcement actions to collect child support from the NCP

VII. Obtaining a Child Support Order By Court Hearing

A. If the NCP disagrees with the assertions of the complaint, he or she has the right to respond to the complaint by filing an Answer with the court

B. A blank Answer to Complaint Regarding Parental Obligations is provided with the Summons and Complaint packet

C. Refer to form FL-610 “Answer to Complaint or Supplemental Complaint Regarding Parental Obligations (Governmental)” on page 71 in the Participant Resource Guide and review with participants

   1. The NCP completes the Answer to Complaint and files it with the court
   2. A court hearing date is set

D. The NCP must give the LCSA a copy of the answer, so an LCSA representative may appear at the court date

   1. The LCSA will prepare for the court date
   2. Most LCSA’s have a “best practice” of attempting to reach an agreement with the NCP before the court date

E. The LCSA and the NCP appear at the court hearing

   1. The NCP will have the opportunity to speak to the commissioner and provide any information which will help the court’s decision
   2. The LCSA will present its case to the court

F. After all parties have been heard, the court will issue a judgment including:

   1. Whether or not NCP should pay child support
   2. Setting an amount of ongoing support
   3. Payment of past due support if appropriate

G. The Judgment issued by the court is now an enforceable child support order and the LCSA has the authority to take enforcement actions to collect child support from the NCP

VIII. Obtaining a Child Support Order By Default

A. NCP does not respond to the Summons and Complaint

   1. The NCP did not respond so the LCSA will obtain an order by “default”
   2. The LCSA will file documents with the court requesting that the court issue a final Judgment
   3. The court will issue a final Judgment (form FL-630) mirroring the “proposed” judgment

      a) On the “final” Judgment the check mark will be “final” instead of “proposed”

b) The final judgment will also include orders for
(1) Income withholding
(2) Health insurance coverage

4. The final Judgment is an enforceable child support order and the LCSA has the authority to take enforcement actions to collect child support from the NCP
5. The final judgment mirrors the proposed judgment

B. After an enforceable child support judgment has been obtained by an LCSA
1. The NCP is referred to as the "obligor" in the body of any subsequent legal documents
2. The CP is a party to the case

C. Genetic Testing
1. If the establishment of paternity is requested in the complaint, and the NCP does not believe he is the father of the child
a) NCP and the LCSA can come to an agreement that the NCP will submit to genetic testing – Genetic testing will determine if the NCP is the father of the child
OR
b) The NCP can complete and file an answer with the clerk of the court stating that he is not the parent of the child
c) Court may order genetic testing
OR
d) NCP may sign stipulation agreeing to genetic testing
2. If paternity is determined after genetic testing, a child support order will issued either by stipulation or by judgment
3. If the respondent is found not to be the biological father
a) The legal action may be dismissed
b) There may be rare circumstances where the LCSA may pursue support against a non-biological father

IX. Establishment Compliance Time Frames

A. The LCSA has 60 days to serve or attempt service from the date the CP provides the NCP's residential or employer information

B. The LCSA has 90 days to serve of attempt service from the date the NCP is located by the LCSA locate sources

C. The LCSA has 6 months/180 days from the date of service to establish an order in 75% of cases

D. 12 months/365 days from the date of service to establish an order in 90% of cases

X. Legal Actions in an Existing Child Support Order

A. If there is an existing child support order, certain legal actions are needed before the LCSA can enforce the order

B. First the LCSA needs to gain authority to collect child support from the obligor

1. The LCSA needs to substitute the "payee" (the entity to whom child support is being paid) to their agency
2. This legal action is needed any time local LCSA did not initiate the child support action – For example:
   - *a)* A dissolution judgment (divorce) between the NCP and CP which occurred in the local county
   - *b)* A dissolution judgment (divorce) between the NCP and CP which occurred in another California county
   - *c)* Any private child support order between the NCP and CP which was court ordered in another California county, or in another state
   - *d)* A child support order obtained by another California LCSA.
   - *e)* Orders obtained in another state will be addressed in the interstate portion of the Child Support Program Orientation
3. In all of the above examples the payee in the existing child support order is either:
   - *a)* The CP
     OR
   - *b)* Another child support agency
4. In order to become the payee, the LCSA will prepare and file a Notice Regarding Payment of Support – Substitution of Payee
   - *a)* The Substitution of Payee is form FL-632 in the Participant Resource Guide.
   - *b)* The LCSA asks the court to substitute their agency as the payee in the child support order

C. An additional legal action is needed if the child support order originated in another California county

1. The LCSA cannot take enforcement actions against an obligor until the local court obtains jurisdiction over the existing child support order
2. What is jurisdiction? *(Answer: "The authority of a court to hear a matter")*
   - *a)* Two kinds of jurisdiction to consider
     - (1) Personal jurisdiction – Where the person was when the act was committed
     - (2) Subject matter jurisdiction – The originating court retains jurisdiction over any order it makes
   - *b)* Provide example scenario where NCP/CP divorce in county #1and order is taken
     - (1) CP and child move to another county (#2)

(2) CP requests enforcement of order from LCSA

c) What legal actions have to take place for the LCSA to enforce that order?

(1) LCSA will file a Notice regarding payment of support – Substitution of Payee (FL-632)

(2) LCSA will file a Notice of Registration of California Support Order (FL-651)

(3) Registration of another county's order gives local court jurisdiction over that order

(4) The order will receive a local superior court order number

XI. Paternity Opportunity Program

A. In accordance with Federal law, California implemented a voluntary program for establishing paternity called Paternity Opportunity Program (POP)

1. When a child is born to a married couple

a) it is legally presumed the husband is the father

b) the husband's name is placed on the birth certificate

2. If the parents are not married, a father's name cannot be placed on the birth certificate unless

a) Both parents sign a Declaration of Paternity, **OR**

b) Through court action

B. At the hospital, when the baby is born, unwed parents may establish paternity for their child by completing a POP declaration

1. Hospital files the form with DCSS and paternity is legally established

2. Legal document with same force as a court order

3. Can also be obtained and signed at LCSA, welfare department, Family Law Facilitator's Office, and county registrar

C. The POP declaration is for the exclusive use of biological parents, people wanting to adopt should not complete a POP declaration

D. A POP declaration can be withdrawn by either parent within 60 days of signing

E. Courts may also set aside by court order within two years of birth

XII. Exercise

A. Distribute Establishment Exercise to participants

B. Allow 10 minutes to complete

C. Call time

D. Collect exercises

XIII. Closing

A. Ask participants if they have any questions and provide responses
B. Thank participants for their participation
C. Transition to the next topic

Section 10

Review and Adjustment

Review and Adjustment Topic Outline 87

Review and Adjustment Topic Outline

Duration: 30 minutes

Participant Supplies

- ☐ *See "Day Two Materials Checklist" on page 9*

Handouts & Exercises

- ☐ Review and Adjustment exercise

PowerPoint

- ☐ *Review and Adjustment.ppt*

Miscellaneous

- ☐ None

Begin *Review and Adjustment.ppt*

I. Introduction

A. Goal – To introduce new child support professionals to the review and adjustment process

B. Objectives – By the end of this module participants will be able to:

1. Define "Review and Adjustment"
2. Describe the circumstances that may result in a change to a child support order

C. What is Review and Adjustment?

1. The process where a child support order is evaluated for a possible change is called "review"
2. If a change is made to the order, then it is modified, or "adjusted"
3. The official name of this process is "Review and Adjustment"

D. Reasons for a possible change to the child support order:

1. A change in either parent's employment status or income
2. Change in parenting time or custody
3. Change in additional child support costs, such as child care or health care costs
4. No medical support ordered in the original child support order

5. An obligor becomes incarcerated or participates in court-ordered rehabilitation

   Trainer Note: *When the obligor is released from incarceration or leaves rehab and the original order was based on incarceration or rehab, then the order is eligible for review and adjustment.*

6. An obligor becomes disabled or unemployed
   a) Note that if the obligor qualified for SSI or SSP, then the case is to be modified to a $0 amount
   b) Remind participants of the information given in "Establishing a Child Support Order" where SSI or SSP cannot be used to calculate a child support amount
7. The NCP has additional biological children from another relationship who he or she must support

E. Refer participants to "Reasons For Review of a Child Support Order" on page 91 of the Participant Resource Guide
   1. Point out list of circumstances that may result in change to a child support order
   2. Point out list of factors that will automatically trigger the LCSA to initiate a review

II. Review

A. Review of Information
   1. The LCSA may determine that a review for change is needed
   2. The LCSA must notify the parents thirty days in advance that a review to change the support order has begun
   3. Either the NCP or the CP may request a review of the child support order for possible adjustment
   4. The LCSA must follow up on any request for review from a NCP or CP and determine if an adjustment to the child support order is justified
   5. The LCSA must notify the CP and NCP at least once every three years of their right to request a review to seek an adjustment

B. Once the LCSA has determined that a case review for a possible child support adjustment is justified:
   1. The NCP and CPs must submit
      a) Recent income information
      b) Other relevant information such as
         (1) Visitation records
         (2) Health insurance information
         (3) Any additional proof showing change in circumstances
   2. The LCSA reviews the submitted information
      a) A child support professional calculates a child support amount

b) Uses the same legal guidelines as when calculating a new child support order

C. Results of the Review
   1. Child support order will be changed if
      a) the recalculated child support amount results in a change in the support amount of at least 20% or $50, whichever is greater
      b) The basis for the change will last more than 3 months
      c) The NCP is approved for permanent disability – SSI or SSP
   2. The LCSA notifies the NCP and CPs of the results of the review
   3. If the LCSA has determined that an adjustment is not appropriate, the reason must be stated in a letter to both parties
      a) Either parent does not have to "accept" this decision
      b) Either parent may start his or her own action to change the child support order
   4. If an adjustment to the child support order is appropriate, the LCSA files a motion with the court to modify the support order

III. Adjustment

A. Stipulation and Order
   1. If all parties (LCSA and the parents) agree to the change in the child support order, the matter can be resolved by stipulation without a court appearance
   2. If the NCP agrees, he or she will sign the Stipulation and Order
   3. If the CP is a party to the case, he or she must also sign the Stipulation and Order
   4. The Stipulation and Order with the adjusted child support amount will be sent to the court
   5. The commissioner will sign the Stipulation and Order
      a) It will be filed with the court
      b) After filing, the Stipulation and Order becomes an enforceable child support order
   6. An income withholding order will be ordered for the adjusted child support amount
   7. A medical support order will be included in the adjusted child support order, if not part of the original child support order

B. Court Hearing
   1. Either parent can object to any portion of the proposed adjusted child support order
      a) The parent who is objecting and who desires a court hearing on the issues must complete the “Response to Governmental Notice of Motion” which was included in the motion packet
      b) The completed “Response” must be filed with the court and a copy served on the LCSA
      c) A Proof of Service must also be filed after the LCSA has been served
   2. Both parents may appear at the court hearing
   3. The commissioner will review income and other information before ordering a modified child support order
   4. The court will also order a health insurance assignment if one does not already exist

C. Parent ignores motion
   1. If the parent who is the obligor in the case fails to respond to the motion, the LCSA will ask the court to move forward with the proposed adjusted child support order
   2. No court hearing will be held
   3. The terms of the proposed adjusted child support order will become an order of the court

IV. Compliance time frames for Review and Adjustment

A. Refer participants to the “Review and Adjustment” chapter which includes time frames at the beginning

B. Some samples are:
   1. 30 days prior to the hearing to notify the requesting party of the time, date, and location of the hearing
   2. 180 days to complete the review and adjustment process (including obtaining the new order) from the date it was determined that a review would be conducted
   3. Within 10 business days of the determination that a change in circumstances exists the LCSA shall file a motion of modification with the court
   4. At least once every three years, the LCSA must notify the CP and NCP of the right to request a review to seek an adjustment of a child support order, or an adjustment to include a provision for medical support

V. Exercise

A. Distribute exercises to participants
B. Allow 15 minutes to complete
C. Call time
D. Collect exercises

VI. Closing

A. Ask participants if they have any questions and provide responses
B. Thank participants for their participation
C. Transition to the next topic

Section 11

Enforcement

Enforcement Topic Outline 95

Enforcement Topic Outline

Duration: 210 Minutes

Participant Supplies

- ☐ *See "Day Two Materials Checklist" on page 9*

Handouts & Exercises

- ☐ Enforcement Exercise

PowerPoints

- ☐ *Enforcement.ppt*

Miscellaneous

- ☐ None

Begin *Enforcement.ppt*

I. Introduction

A. Goal – To provide an overview of child support enforcement actions and state regulatory concepts

B. Objectives – By the end of this module, participants will be able to:

1. Define criteria for enforcement
2. List categories of enforcement actions
3. Describe actions found in each enforcement category

II. Enforcement Criteria

A. Does a Court Order Exist?

1. If so, case is in enforcement status
2. Link to establishment
   - *a)* Order, judgment and stipulation
   - *b)* Substitution of payee
   - *c)* Registration
3. Federal and state law authorize the LCSA to use enforcement actions to collect court ordered support obligations
   - *a)* Some enforcement actions are performed on all cases
   - *b)* Some only affect delinquent cases

B. To proceed with enforcement actions, the LCSA needs identifying information on the NCP
   1. SSN, DOB, or drivers license
   2. Automated locate and enforcement resources are evaluated periodically to obtain updated information

C. Earnings and Employers
   1. Defined broadly
   2. Refer to “Earnings and Employers” on page 97 of the Participant Resource Guide for detailed descriptions

D. Exempt income
   1. Despite broad definition of income some assets are exempt
   2. Describe a few exemptions (Example: Grants or Fellowships)
   3. See “Exempt Income” on page 98 of the Participant Resource Guide for detailed descriptions

III. Types of Enforcement Actions – State Regulatory Terms

A. Immediate Enforcement Actions
   1. Enforcement actions that must occur immediately
   2. After an order for child support or medical support is obtained

B. Nondiscretionary Enforcement Actions
   1. Mandatory
   2. Enforcement actions the LCSA must take in every case with a delinquency (past due)

C. Special Enforcement Actions
   1. Discretionary enforcement actions once delinquency is established
   2. Dependent on case review

D. Extraordinary Enforcement Actions
   1. Actions the LCSA may take after other enforcement actions have failed
   2. Usually on a case by case basis

E. Other Legal Actions
   1. Delinquency in case is not required
   2. Dependent on case review and case circumstances

F. Integrated Data Base (IDB)
   1. DCSS receives and complies arrearage data from LCSA and sends it to:
      a) OCSE-FMS
         (1) Federal income tax intercepts
         (2) Administrative payments
         (3) Passport denials

b) FTB
(1) State income tax refunds
(2) State lottery winnings

c) EDD
(1) State Unemployment Insurance Benefits
(2) State Disability Insurance Benefits

d) California Insurance Intercept Project

2. The IDB can also serve as a locate tool for cases with orders

IV. Immediate Enforcement Actions

A. Income Withholding Orders

1. Order/Notice to Withhold Income for Child Support – refer to form in Enforcement chapter of the Participant Resource Guide
2. Instructs an employer to deduct money directly from NCP's wages
3. Mandatory on all cases

a) Income withholding orders must be served within 15 days of receiving current employment information
(1) Support order is received and employer's address is known
(2) Obligor's employer is located
(3) Case is opened if order exists
(4) Information is received from independent contractor registry
(5) Foreign order is registered

b) Serve within 2 business days of date Information is received from State Department of New Hires

c) Employer required to comply by law

4. Amount of the income withholding order is typically set by the terms of the support order

a) May include current support obligation and arrearage payment

b) LCSA has the ability to administratively change the amount to be withheld for arrears, not the amount for current support

c) In most instances, withholding cannot exceed 50% of NCP's net earnings

B. Medical Support Enforcement

1. Medical support orders – requires the NCP to provide the children with health insurance coverage
2. National Medical Support Notice (NMSN)

a) Refer participants to form in Enforcement chapter of Participant Resource Guide
(1) Part A, Notice to Withhold for Health Care Coverage
(2) Part B, Medical Support Notice to Plan Administrator

b) Medical support information – Forward policy information to CP within 10 business days of receipt of information

3. Coverage may be obtained directly from employer
   - *a)* Employer required to comply by law
   - *b)* If insurance lapses, terminates or changes
     - (1) Employer mandated to notify LCSA
     - (2) If employer notifies us, we must notify CP

C. Real Property Liens

1. What is a real property lien?
   - *a)* Recordation of
     - (1) Certified copy of a judgment/order
     - (2) Abstract of Judgment
     - (3) Federal Notice of Lien
     - (4) Notice of Support Judgment
   - *b)* With County Recorder's Office
     - (1) In the county where the NCP resides
     - (2) In the counties where the parent(s) of the NCP resides, if known and if different from the county of the NCP
     - (3) In the counties where the NCP is known to have, or could reasonably be expected to acquire, real property

D. Credit Reporting (Mandatory)

1. LCSAs report NCP account status & payment history to DCSS
   - *a)* DCSS submits information to credit reporting agencies
   - *b)* LCSA is shown as a creditor
   - *c)* Failure to pay may negatively affect credit rating
2. Prior to submission, LCSA must provide written notice to NCP
   - *a)* NCP has 30 days to contest or
   - *b)* Pay the amount of past due support

V. Nondiscretionary Enforcement Actions

A. Financial Management Service (FMS) Intercepts

1. Like the IDB on the federal level
2. Managed by OCSE
3. Intercepts
   - *a)* Federal income tax
   - *b)* Administrative offset
   - *c)* Passport denials

B. Federal income tax refund intercepts and other administrative payments

1. Intercept NCP's Federal income tax refund for past due support

2. Administrative offsets include
   a) Federal retirement payments
   b) Vendor payments
   c) Federal salary payments
   d) Miscellaneous (i.e. expense reimbursement and travel payments)

C. Passport Denial
   1. Allows suspension of US Passports for failure to comply with child support order (past due support greater than $5000)
   2. Prevents application or renewal
   3. Passport good for 10 years

D. Franchise Tax Board Intercepts – California state income tax agency performs the following services:
   1. State Income Tax Refund Intercepts
      a) Support payments are more than 60 days past due
      b) Delinquency must exceed $100
   2. State Lottery winnings Intercept
      a) Support payments are more than 60 days past due
      b) Delinquency must exceed $100

E. California Insurance Intercept Project (CIIP)
   1. Intercepts third party insurance settlements and workers' compensation benefits nationwide
   2. Cases are submitted by LCSA to IDB

F. State Licensing Match System (SLMS)
   1. Denies or suspends state-issued licenses
      a) Business, professional and driver's licenses
         (1) Cosmetologist
         (2) Contractor
         (3) Doctor
         (4) Teacher
         (5) Attorney
         (6) Truck driver
         (7) Regular (Class C: car, M1: motorcycle) driving license
      b) Performed against NCPs who owe past due child support
   2. Other participating licensing agencies
      a) Refer to the “SLMS Participating agencies” section in the Participant Resource Guide
      b) Lists additional licensing agencies
   3. Leverage Tool – Most people need their driver's license
      a) DMV gives NCP a warning before revoking their license

b) If no payment is reported the license is revoked

G. FTB Child Support Collection Program
   1. Separate from IDB – direct submission from counties
   2. Responsible for collecting child support debts more than 60 days delinquent with a balance of $100 or more
   3. Actions that can be taken by FTB Full Collection
      a) Financial institution levies
      b) Earnings withholding order (EWO) for ongoing child support and arrears – the writ type, not the wage assignment type
      c) Seizure of real or personal property
      d) Refer case to out of state collection agencies

H. Employment Development Department (EDD)
   1. New Employee Registry
      a) Employers report new hires to EDD
      b) New Employee reports are matched against child support records
      c) Info also sent to National
      d) Rectory of New Hires
   2. Income Earnings System
      a) Tool used by EDD to track income earned by employed individuals in State
      b) Employers are obligated to report earnings information periodically
   3. State disability Insurance (SDI)/Unemployment Insurance Benefits (UIB) Intercepts
      a) Up to 25% of the benefit to pay child support
      b) If a hardship is shown by NCP, can take less than 25%
      c) Reports to UIB/SDI when 30 day delinquent

VI. Special Enforcement Actions

A. General Enforcement Criteria – Special enforcement actions should not be initiated if:
   1. LCSA cannot locate the NCP
   2. Case meets case closure requirements
   3. The support order is being adjusted or reviewed for adjustment

B. Orders for Judgment Debtor Examination
   1. What is an order for judgment debtor examination?
      a) Procedure used to discover NCP's assets once order is obtained and NCP is delinquent
      b) It is used to determine why the NCP is not paying
      c) May be referred to by other terms

(1) OEX – Order of Examination abbreviation
(2) ORAP – Order to Appear
(3) JDX – Judgment Debtor Examination

2. How a Debtor Examination works
   a) A judicial officer orders NCP to participate in examination
   b) NCP must provide documentation and records on personal assets & liabilities
   c) The judge, a hearing officer, or an LCSA representative may conduct the examinations
3. If NCP fails to appear (FTA), and was personally served with a subpoena, the LCSA may ask the court to issue a warrant

C. Job Search Order
   1. Requires an unemployed NCP to obtain employment
   2. Typically, NCP is ordered by the court to make a certain number of job contacts every month
   3. Job contacts are documented and provided to the court or LCSA on periodic basis
   4. Can be initiated by court, LCSA request by use of noticed motion, or stipulation

D. Contempt
   1. Code of Civil Procedures, Sections 1209 and 1209.5
   2. Verbatim from 1209.5: “When a court of competent jurisdiction makes an order compelling a parent to furnish support or necessary food, clothing, shelter, medical attendance, or other remedial care for his or her child, proof that the order was made, filed, and served on the parent or proof that the parent was present in court at the time the order was pronounced and proof that the parent did not comply with the order is prima facie evidence of a contempt of court.”
   3. Basic elements to establish contempt:
      a) A valid order
      b) Proof of knowledge of order
      c) Proof that defendant did not comply with order

E. Writ of Execution
   1. Court order that allows a levy on real or personal property owned by the NCP
   2. Typically used for personal property or cash
   3. Levying officer will prepare a notice of levy and seize the asset
   4. Assets are sold to satisfy the money judgment

F. Security Deposits of Money

1. LCSA can obtain an order requiring the NCP to deposit up to one year of payments for future support
2. Failure for the NCP to comply is punishable by contempt
3. Typically used in cases involving self-employed NCPs

G. Probate Actions – An LCSA can obtain money from a will, trust or probate action
   1. Deceased NCP with money or assets to be obtained for support
   2. NCP stands to inherit money from another deceased individual to be obtained for support

H. Liens on Worker's Compensation Award
   1. Cases where NCP is injured on the job and has an active claim before workers' compensation appeals board (WCAB)
   2. NCP must be at least one month delinquent
   3. Serve an income withholding order on the insurance company to obtain a portion of the temporary disability benefits
   4. File lien in WCAB case, with all support from date of injury forward, to receive a portion of the settlement through the compromise and release process or trial

I. Liens in Pending Actions/Special Proceedings
   1. A lien in a pending lawsuit where an NCP may be entitled to an award
   2. Should be considered if
      a) NCP is suing an employer
      b) Involved in a personal injury lawsuit or settlement
      c) Receiving a money settlement in a divorce action
   3. Attorney fees and medical costs are usually paid first

J. Voiding Fraudulent Transfers
   1. Fraudulent Transfer – transfer of property made with the intent to hinder collection by a creditor
   2. LCSA can obtain a court order to void the transfer of property by an NCP if
      a) The transfer was made with the intent to hinder, delay or defraud
      b) The transfer is made without receiving a reasonable equivalent value in exchange
   3. Very difficult to prove and requires court action – consult an attorney

VII. Extraordinary Enforcement Actions

A. Should be considered after all other enforcement actions have failed to produce compliance
   1. Resource intensive

2. Case review required

B. IRS Full Collection Service
   1. Provides for the use of the IRS to collect past due support
   2. Case may not be submitted to the IRS Tax Intercept Program – this will result in duplicative efforts
   3. LCSA must exhaust other methods of enforcement

C. Criminal Actions

   1. Failure to Provide
      a) Excerpted from Penal Code, Section 270, “If a parent of a minor child willfully omits, without lawful excuse, to furnish necessary clothing, food, shelter or medical attendance, or other remedial care for his or her child…” and “abandonment or desertion of a child.”
      b) Elements of the crime are
         (1) Defendant is parent of child
         (2) Defendant failed to furnish necessary items (in penal code excerpt above)
         (3) Omission was willful
      c) No court order required
   2. Willful Disobedience of a Court Order
      a) Verbatim from Penal Code, Section 166 (a) (4), “Willful disobedience of the terms as written of any process or court order or out-of-state court order, lawfully issued by any court, including orders pending trial.”
      b) Elements are
         (1) Valid order
         (2) Service of order on defendant or presence in court when order made
         (3) Proof that defendant did not comply
         (4) Ability to comply
      c) Court order required
   3. Why pursue Criminal Actions?
      a) Other methods have failed
      b) To urge cooperation by the NCP
      c) To punish a non-cooperative defendant
      d) To prevent others from doing the same

D. Project Save our Children – Federal Criminal Prosecution, US Department of Justice, United States Attorney
   1. Child and NCP must reside in different states
   2. LCSA must exhaust all other enforcement options

3. Additional criteria for felony or misdemeanor charges – see Participant Resource Guide

VIII. Other Legal Actions – no delinquency required

A. Motions to determine arrearages
   1. Administrative review prior to judicial review
   2. Motion must include:
      a) Monthly breakdown showing amounts ordered
      b) Amounts paid
      c) Any other relevant information – affirmative defenses

B. Parents as parties seeking independent enforcement action
   1. CP or CP's attorney can seek independent action to enforce support
      a) Notice of request must be provided to LCSA by CP
      b) If case is not closed, LCSA must give prior consent
      c) Lack of response by LCSA is deemed consent
   2. Private Collection Agencies
      a) A CP is permitted to use a private collection agency
      b) LCSA may not close case unless requested by the CP
      c) Confidentiality rules apply to third party collection agency

IX. Bankruptcy

A. Not an Enforcement action

B. The responsibility to court ordered support does not stop
   1. “Automatic stay of enforcement” actions against NCP upon filing of bankruptcy petition
   2. Past support obligation is not forgiven
   3. Payments on the arrears may be suspended, but not forgiven
   4. Child Support arrears cannot be discharged

C. Type of bankruptcy varies effect
   1. Chapter 7 Discharge
      a) Action to discharge debt
      b) Must ensure no attempt to discharge support
   2. Chapter 13 Wage Earner Reorganization
      a) This is a debt consolidation of a personal nature
      b) We file a claim as one of the debtors
      c) Can last up to 60 months or longer where debtor’s obligations are restructured for repayment
      d) During bankruptcy, debtors are legally obligated to make monthly ongoing support payments from post-petition earnings

e) After discharge or dismissal of bankruptcy, the LCSA can use all possible methods of enforcement to collect child support debt

X. Exercise

A. Distribute exercise

B. Advise participants that they have 10 minutes

C. Call time

D. Collect the exercises

XI. Closing

A. Ask participants if they have any questions and provide responses

B. Thank participants for their participation

C. Transition to the next topic (Summary)

Section 12

Interstate

Interstate Topic Outline 109

Interstate Topic Outline

Duration: 60 minutes

Participant Supplies

- ☐ *See "Day Three Materials Checklist" on page 11*

Handouts & Exercises

- ☐ Interstate Exercise

PowerPoints

- ☐ *Day 3 Review.ppt* (optional)
- ☐ *Interstate.ppt*

Miscellaneous

- ☐ None

Trainer Note: *(Optional review) Review the previous day's topics with participants.*

Begin *Interstate.ppt*

I. Introduction

A. Purpose
   1. To explain the evolution of support enforcement laws through the present
   2. To discuss the core concepts that govern the handling of interstate support cases within a local Child Support Agency

B. What is an "Interstate" case?
   1. Any case in which the parent obligated to pay support lives in one state and the person entitled to receive support is in another state
   2. Explain that definitions of interstate terms will be introduced throughout the presentation

II. History of Interstate Support Enforcement

A. In the past
   1. The state in which an order was issued was called the "Issuing State"
   2. A support order has always been enforceable in the state where the order was issued

3. Once an NCP crossed beyond the state border, the issuing state's order had no value in the new state

B. Early Enforcement Law

1. Imposed criminal penalties on husbands and fathers who refused to support their wives or children
2. There was nothing in the law to address the problem of enforcing support orders against someone who moved across a state line

C. The First Interstate Solution

1. 1950: a national committee wrote a proposed set of laws intended for adoption in all 50 states
   - *a)* A person owed support would have ability to use existing order in a state other than the issuing state
   - *b)* This first uniform code was called the Uniform Reciprocal Enforcement of Support Act (URESA)
2. What did URESA do?
   - *a)* Required states to "reciprocate" and enforce support orders as the other state enforced for them
   - *b)* Provided civil and criminal remedies for enforcement of support across state lines
   - *c)* URESA introduced the concepts of "Initiating State" and "Responding State"
     - (1) "Initiating State" - The state (where the CP lives) asking for support orders to be established or enforced
     - (2) "Responding State" – The state (where the NCP lives) in which establishment or enforcement actions will occur

3. How did URESA work?
   - *a)* Two-state enforcement process
   - *b)* Order filed and certified by court of the initiating state
   - *c)* Certified orders forwarded to the court of the responding state for a second hearing
   - *d)* New support order would be entered at second hearing, not always the same as original
4. Multiple support orders resulted
   - *a)* An NCP who moved frequently could end up with multiple orders with different amounts
   - *b)* CP would need a new hearing in the initiating state each time NCP moved to a new responding state

D. The Second Interstate Solution

1. Another national committee rewrote interstate law so enforcement could happen more quickly with fewer hearings and less paperwork
2. Revised Uniform Reciprocal Enforcement of Support Act (RURESA) was published in 1968

3. RURESA adopted by 37 states (13 states remained on URESA)
   a) Introduced the streamlined concept of “Registration” of an order in the responding state
   b) Registration converted the initiating state's order into an order of the responding state
      (1) Made the hearing in the responding state optional (at the NCP’s request)
      (2) This allowed orders to be adjusted easily in the responding state
4. The Problem with RURESA
   a) RURESA allowed adjustment of the issuing state's order
   b) The adjusted order did not affect the validity of the original support order
   c) Resulting Problems:
      (1) Multiple support orders were created in different amounts for the same children and the same time periods
      (2) Determination of Arrears became impossible to resolve
   d) Another Revision was needed
5. 1988: a new committee was formed to rewrite Interstate Support Enforcement laws

E. Uniform Interstate Family Support Act (UIFSA) was drafted in 1992
   1. Some states adopted UIFSA immediately
   2. Other states hesitated and debated its merits, continuing with URESA or RURESA
   3. No uniformity of enforcement with three different versions of laws in effect
   4. Solution was Mandated

F. In 1994, Congress passed the Full Faith and Credit for Child Support Orders Act (FFCCSOA)
   1. As federal law, FFCCSOA overruled any state law that contradicted
   2. FFCCSOA prohibits a responding state from adjusting another state’s order
   3. FFCCSOA Requires
      a) Each state shall enforce an existing support order of another state “according to its terms”
      b) This introduced the concept of one state’s exclusive jurisdiction over a support order
      c) In 1996, the federal government mandated that every state enact UIFSA without change or omission on or before January 1, 1998 in order to remain in compliance with program requirements
   4. UIFSA has been the law in all 50 states since January 1, 1998

III. UIFSA

A. The new Act continued the use of the old terms:
   1. Issuing state
   2. Initiating state & responding state
   3. Registration of an order

B. New approach
   1. One Family, One Order, One State
   2. Each family unit will have only one support order in effect during any time period

C. Establishment under UIFSA

   1. Jurisdiction to make orders
      a) A court must have personal jurisdiction over the person against whom the action is filed
      b) "Personal Jurisdiction" is the court's authority over people who live or work in the state
      c) "Long-arm jurisdiction" is the court's authority over a person who doesn't live or work in the state to establish parentage or support orders
      d) LCSA may exercise personal jurisdiction over a non-resident if:
         (1) Personally served with summons in California
         (2) Consent to jurisdiction in CA
         (3) POP declaration
         (4) Refer to "Establishment Under UIFSA" on page 141 of the Participant Resource Guide for more examples

   2. Genetic testing
      a) Alleged father can deny paternity and request Genetic Testing
      b) Samples from each parent and child are sent to a certified laboratory by express mail
      c) Genetic Testing results are admissible in court

D. Special interstate hearing rules
   1. Special evidentiary rules:
      a) Out of state parties may appear and testify by phone if court allows
      b) Statements on federal forms admissible as testimony in court
   2. Other state judgments
      a) Judgment of paternity entered in another state is valid in California
      b) A POP Declaration signed in another state is conclusive as to paternity in California

E. Enforcement under UIFSA

1. The support order in effect is now called the “controlling order”
2. The order can be enforced according to its terms in ANY state (remember FFCCSOA?) but only one state will have authority to modify the terms of the support order at any time

3. New Concept – Continuing Exclusive Jurisdiction (CEJ)
   a) To emphasize the importance of the issuing state's authority over the controlling order, the authors of UIFSA created a CEJ
   b) How does CEJ work?
      (1) The issuing state retains exclusive authority to adjust the terms of the controlling order as long as one of the parents or a child remains a resident of that state
      (2) When all parties move from the issuing state, the issuing state LOSES CEJ
      (3) The order can still be registered and enforced in any state, but its terms can only be adjusted in one state: the state of the non-requesting party
      (4) The law of the issuing state controls the nature, amount and duration of current support (interest, age of emancipation, etc) under a registered order
      (5) Once the order is modified in a new state (the responding state) the new state obtains CEJ, and will keep CEJ until all parents and children have moved out of that state as well
      (6) In an action to collect or determine arrears, the statute of limitations of the enforcing state or of the issuing state, whichever is longer, applies

IV. Exercise

A. Distribute exercises

B. Allow 10 minutes to complete

C. Call time

D. Collect exercises

V. Closing

A. Ask participants if they have any questions and provide responses

B. Thank participants for their participation

C. Transition to the next topic

Section 13

Financial Management

Financial Management Topic Outline 117

Financial Management Topic Outline

Duration: 210 minutes

Participant Supplies

- ☐ *See "Day Three Materials Checklist" on page 11*

Handouts and Exercises

- ☐ Financial Management Calculations
- ☐ Financial Management Exercise

PowerPoints

- ☐ *Financial Management.ppt*

Miscellaneous

- ☐ None

Begin *Financial Management.ppt*

I. Introduction

A. Goal – To introduce Financial Management concepts and terminology in order to secure and distribute payment of support in the fastest, most cost effective manner

B. Objectives – By the end of this module, participants will be able to:

1. Identify case aid status, support, and arrearage types
2. Determine distribution of arrearage types
3. Define Unreimbursed Assistance Pool (UAP)
4. Identify payment sources

C. Philosophy

1. PRWORA and the Balanced Budget Act of 1997 adopted a "Family First" policy
   - *a)* addresses new requirements for distribution of collected support
   - *b)* this act intensified the message that "parental responsibility is not an option, it is a way of life"
2. Emphasis is placed on paying money to the family first
   - *a)* in order for the family to become self-sufficient and independent
   - *b)* promotes a greater potential for public assistance families to take charge of their own lives

3. Philosophy behind the Federal Distribution Guidelines: “Unified New Vision of Self-Sufficiency”

D. Collection, Allocation, Distribution, and Disbursement
   1. Everything you have learned in Orientation contributes to setting up a case for the Financial Management function
      a) The Local Child Support Agency (LCSA) is required to properly collect and distribute monies on behalf of families
      b) This is done by following the complex rules that govern collection and distribution of monies
   2. Collection and Distribution is a critical piece of the child support program
   3. Overall emphasis is to administer Collection and Distribution services uniformly and equitably throughout the state
   4. The Department of Child Support Services (DCSS) and the LCSA are committed to providing effective, efficient and the highest quality financial management services to our customers
      a) Sound financial management practices are critical in providing effective child support services and achieving high levels of customer service satisfaction
      b) Financial Management has four functions: Obligation, Collection, Distribution, and Disbursement
   5. The Collection and Distribution function is critically linked to the federal and state performance measures
      a) Refer participants to “Payment Processing Flowchart” on page 169 of the Participant Resource Guide
      b) Review flowchart describing flow of a payment
      c) Emphasize compliance measures and time frames

E. Allocation is the step in the distribution process to which a support payment is apportioned among several cases/children

F. Distribution is the process of dividing a payment between support types according to Federal & State guidelines

G. Disbursement is the actual output of money after collection and distribution
   1. Disbursement must be completed to the family within 2 business days of receipt
   2. Transfer of funds must be completed to the IV-A subsequent to completion of month-end process

II. Case Aid Status

A. Refer participants to aid charts (*Table 1* and *Table 2*) on pages 151-152 in the Participant Resource Guide

Trainer Note: *There may be additional aid codes used in your county.*

B. Three case aid statuses that we are required to track
   1. Never Assistance
   2. Current Assistance
   3. Former Assistance

C. Never Assistance Case
   1. Title IV-D case that has never received public assistance under Title IV-A (welfare) or Title IV-E (foster care)
   2. Definition: “Never Assistance Case” means a case in which an obligee and child is not currently and has never in the past received public assistance and is currently receiving Title IV-D services from the local child support agency

D. Current Assistance Case
   1. Title IV-D case that is currently receiving public assistance under Title IV-A (welfare) or Title IV-E (foster care)
   2. Definition: “Current Assistance Case” means a case in which an obligee or child is currently receiving public assistance and Title IV-D services from a local child support agency
   3. This is a case where aid is active

E. Former Assistance Case
   1. Title IV-D case that has received Title IV-A (welfare) or Title IV-E (foster care) assistance in the past
   2. Definition: “Former Assistance Case” means a case in which an obligee or child has formerly received public assistance and is currently receiving Title IV-D services from a local child support agency.”
   3. Anytime there is an aid change from active aid to inactive aid
   4. Review with participants the three case aid status types that we must track:
      a) Never Assistance
      b) Current Assistance
      c) Former Assistance

F. Mixed Aid Status Cases
   1. Ask participants
      a) What happens if the noncustodial parent is paying child support for two children in one family and one child is receiving assistance and the other child has never received assistance?
      b) *Answer:* This is called a “mixed aid status” case
      c) Within a single case, the children have different case types
   2. Definition: “Mixed Aid Status Case” means a Title IV-D case in which one or more of the children in the case has a different public assistance or non-public assistance status, either currently or in the past

G. Multiple Cases
   1. A noncustodial parent is paying support for more than one family
   2. Current support is allocated to all children with orders depending on payment sources
      a) DCSS regulations are very specific as to the application of collections based on payment source
      b) Payment Source is the person or entity, from which a support payment is received
      c) See “Allocation of Payment and Date of Collection by Source” on page 152 in the Participant Resource Guide
   3. Example: NCP’s paying support for two different families
      a) One family has two children and a custodial party
      b) One family has three children and a different custodial party

III. Support Types

A. Support types
   1. Support types are the obligations that have been established by the court order
   2. The first support type the LCSA collects for
      a) Child Support
      b) Family Support

B. Child Support
   1. What is the difference between child support and family support?
   2. LCSA obtains orders for child support
   3. A dollar amount is set for each child
   4. Child Care is not a support type, but is inclusive of Child Support or Family Support.

C. Family support may contain both child and spousal support
   1. As children emancipate, the family support amount never changes
   2. Family support orders are obtained by private attorney

D. Medical Support
   1. The second support type the LCSA collects for is Medical Support
   2. In order for the LCSA to collect medical support
      a) the court order must contain a specified dollar amount designated for medical support
      b) Example: Braces for child. Judge orders NCP to pay $100 per month towards the braces

E. Spousal Support – A legally enforceable obligation assessed against an individual for the support of a spouse or former spouse who is living with a

child or children for whom the individual also owes support (Authority cited: Sections 17306, 17310 and 17312, Family Code)

IV. Date of Collection

A. "Date of Collection" determines the date the payment shall be applied to the noncustodial parent's IV-D case(s)
   1. Date of Collection means the date for determining entitlement to a support payment received by the LCSA based on the Payment Source
   2. Date of Collection determines entitlement. Entitlement is when the payment gets applied

B. Examples of Date of Collection
   1. If the payment source is the Obligor, the date of collection is the date the payment is received by the LCSA
   2. If the payment source is an Income Withholding Order, the date of collection is the date the payment is withheld from the obligor's income by the employer
   3. If the employer fails to provide the pay date or date of withholding, the LCSA must reconstruct the date of collection
   4. See *Table 3: Payment Sources, Allocation Rules, and Date of Collection* on page 152 of the Participant Resource Guide

V. Payment Application Hierarchy

A. Distribution laws determine the hierarchy or order in which the entities are paid.
   1. Entities are who is entitled to a payment.
   2. Entities can be the family, state, or federal government.

B. The distribution hierarchy is as follows:
   1. Current Support
      a) "Support" means an amount owing for the maintenance of a person or persons, including
         (1) child support
         (2) family support
         (3) medical support
         (4) spousal support
      b) "Support" may also mean
         (1) child care costs
         (2) uninsured health care costs
         (3) educational costs
         (4) travel expenses for visitation
   2. Arrearage Interest
      a) Legal Authority to Collect Interest – CCP Section 695.221

b) Interest goes with the arrearage type

c) Interest calculated at 10% since 1/1/84 – CCP685.010

3. Arrearage Principal

a) Past due, unpaid child support owed by the NCP

b) Unpaid support that was due during past periods

4. Fees and Costs – Example: Genetic Paternity Testing

C. Payment Application exception

1. IRS Tax Refund Intercept collections must be applied to arrearages only
2. Intercept collections are distributed to reimburse the state and federal governments for past due support first

D. See *Table 3: Payment Sources, Allocation Rules, and Date of Collection* on page 152 of the Participant Resource Guide

VI. Assignment and Arrearage Types

A. "Assigned" means the transfer of the right to support payments by an individual to the State as a condition of receiving public assistance

B. "Assignment of Support Rights"

1. The legal procedure by which a person receiving public assistance agrees to turn over to the State any right to child support, including arrearages, paid by the NCP in exchange for receipt of a cash assistance grant and other benefits
2. States can then use a portion of said child support to defray or recoup the public assistance expenditure

C. The LCSA acts as agent to the state

D. Prior to the implementation of PRWORA in October 1998 there were only two types of arrearages that we tracked:

1. Welfare
2. Non-welfare

E. There are six types of arrearages that we must track:

1. Never Assigned

a) Never Assigned Arrearages – Arrearages that have never been assigned to the State

(1) Families that have never received public assistance accrue arrearages as Never Assigned Arrearages

(2) Arrearages in Former Assistance Cases accrue arrearages as Never Assigned Arrearages after a family's most recent period of public assistance ends

(3) Collections applied to Never Assigned Arrearages are disbursed directly to the family

b) Illustrate the following example on a flip chart:

(1) Never Assistance Case and the noncustodial parent is responsible to pay $500/month support for 6/02 and 7/02
(2) If the noncustodial parent fails to pay the support, the total arrearage is $1000
(3) These are considered Never Assigned Arrearages

2. Permanently Assigned
   a) Permanently Assigned Arrearages
      (1) Arrearages that accrue while a family or child is receiving public assistance
      (2) Collections applied to Permanently Assigned arrearages are retained for recoupment of public assistance
   b) Illustrate the following example on a flip chart:
      (1) In 8/02 the family applies and receives public assistance
      (2) If the noncustodial parent fails to pay the support due for 8/02, the $500 due for 8/02 becomes Permanently Assigned Arrearages

3. Temporarily Assigned
   a) Temporarily Assigned Arrearages – Arrearages that accrued before public assistance was active are pre-assistance arrearages that were Never Assigned Arrearages
      (1) On or after 10/1/98, when a family is granted assistance, the pre-assistance arrearages or Never Assigned Arrearages become Temporarily Assigned arrearages
      (2) Any arrearages that have previously been unassigned also become temporarily assigned
      (3) Collections applied to Temporarily Assigned arrearages are retained for recoupment of public assistance
   b) Illustrate the following example on a flip chart:
      (1) The pre-assistance arrearages or Never Assigned Arrearages that accrued for 6/02 and 7/02 for a total of $1000
      (2) Become Temporarily Assigned Arrearages once the family receives public assistance

4. Conditionally Assigned
   a) Temporarily Assigned arrearages become Conditionally Assigned when public assistance discontinues
      (1) Who gets the money?
      (2) *Answer:* Depends on the payment source – the “condition” of Conditionally Assigned Arrearages
         (a) If the payment/collection is an IRS intercept
            i) the payment will be retained for the recoupment of public assistance

ii) the federal government wants to make sure it recoups public assistance monies that were paid to a family if collected through IRS intercept

(b) Any other payment source received will be disbursed to the family

b) Illustrate the following example on a flip chart:

(1) The Temporarily Assigned Arrearages that accrued for 6/02 and 7/02 for a total of $1000,

(2) Becomes Conditionally Assigned Arrearages once the family goes off public assistance

(a) Never Assistance Arrearages (Pre-Assistance) become Temporarily Assigned Arrearages when a family goes on public assistance

(b) When the family goes off public assistance, the Temporarily Assigned Arrearages become Conditionally Assigned Arrearages

5. Prior to discussing Unassigned Pre-Assistance and Unassigned During Assistance arrearage types, define Unreimbursed Assistance Pool (UAP)

a) UAP is the total amount of public assistance paid to a family that has not been recouped

b) "Unreimbursed Assistance Pool" means the total cumulative amount of public assistance paid to a family receiving public assistance under the CalWORKs, Foster Care, or KinGAP programs which has not been repaid by the recoupment of collections for assigned current support or arrearages

6. Unassigned Pre-Assistance

a) Conditionally Assigned arrearages that exceed the total UAP become Unassigned Pre-Assistance arrearages

b) "Unassigned Pre-Assistance Arrearages" means unpaid support in former public assistance cases

(1) that accrued before a family was receiving public assistance

(2) and exceed the total unreimbursed assistance pool

c) Calculation to determine the Unassigned Pre-Assistance arrearages is done

d) Collections are disbursed to the family

7. Unassigned During Assistance

e) Permanently Assigned arrearages that exceed the total UAP become Unassigned During Assistance arrearages

f) "Unassigned During Assistance Arrearages" means unpaid support in former public assistance cases

(1) that accrued while the family was receiving public assistance

(2) which exceed the total unreimbursed assistance pool

g) Calculation to determine the Unassigned During Assistance arrearages is done

8. Collections are disbursed to the family

F. Changes in Arrearage Types – Review “Changes in Arrearage Types” Flowchart from PowerPoint with class

VII. Disregard and Excess

A. Disregard

1. “Disregard” is the first $50.00 of a current support collection that is sent to an obligee who is receiving TANF/CalWORKs/KinGAP benefits (current assistance case)
2. History of Disregard
   - *a)* Disregard was established as an incentive for the Custodial Party (CP) to cooperate
   - *b)* Prior to PRWORA, with the implementation of the Deficit Reduction Act of 1984, federal regulations placed the responsibility for issuing disregard payments with the IV-A program
     - (1) The implementation of PRWORA eliminated the federal mandate to issue disregards
     - (2) States were given the option to continue to pay the disregard from the State's share of collections
     - (3) California opted to continue with the program and fund the disregard on it's own
3. UAP is reduced by the amount of the disregard
4. $50 Disregard is not included as part of the welfare recipient’s income. (It is “disregarded” as part of their income)
5. Each Kinship Guardianship Assistance Payment Program (KinGAP) case is entitled to a disregard. KinGAP is public assistance provided on behalf of children in long-term placements with relatives
6. The IV-A agency or county welfare department is responsible for issuing the disregard payment pursuant to current regulations
   - *a)* The calculation and authorization of the disregard is the LCSA's responsibility
   - *b)* If there is a plan of cooperation, the LCSA may be responsible to issue the disregard payment
   - *c)* Disregard payments must be issued within 2 business days of receipt as part of the Disbursement process. (This timeframe is a Federal Performance Standard.)
   - *d)* Disregard payment is issued on a separate warrant identified as a child support payment and not an assistance payment

B. Excess
   1. "Excess" is the amount of assigned support paid that exceeds the unreimbursed assistance pool
      a) Excess is the amount of support that is
         (1) more than the amount required to be distributed; and
         (2) more than the total UAP amount
      b) Excess is disbursed to the Custodial Party
   2. Excess shall be paid to the obligee within 2 business days of receipt

VIII. Financial Statements

C. Monthly Statement of Collections and Distribution
   1. Monthly statement to the CP
      a) Required by Federal law
      b) Requires the issuance of notices to each custodial party who is a recipient of child support services when there is either a collection or distribution of support during the period covered by the notice
   2. There are two parts to the Monthly Statement
      a) Monthly Statement of Collections and Distribution (CS916) elements:
         (1) Each payment collected
         (2) Amount of current support collected
         (3) Amount of arrearages collected
         (4) Amount of support collected paid to the family
      b) Notice of Important Information (CS917)
         (1) Provides notice and information about the child support services hearings available
         (2) Complaint Resolution and Right to State Hearing
   3. Compliance Timeframe – Monthly Statement of Collections and Distribution is mailed to each custodial party within 45 days from the end of the statement period when there is either a collection or distribution of support during the period covered by the statement

D. Billing Statement – Provide a copy of a billing statement
   1. Monthly statement to the NCP
   2. Statement includes:
      a) Collections paid to the LCSA
      b) How collections were applied to obligations
      c) Account balances during statement period

IX. Team Activity

Trainer Note: *Team activity is intended to demonstrate the concepts and terminology introduced in this topic. The scenario illustrates the "Arrearage Types/UAP Calculation Guide" (Figure 7 on page 167 in the Participant Resource Guide.*

A. Involve the participants by doing a time line scenario using participant volunteers

B. Select volunteers to come to play the following roles:
   1. NCP
   2. CP
   3. Representative
   4. Child Support Professional
   5. Attorney
   6. Three Children

C. Describe a fictional relationship starting with a marriage and birth of three children
   1. Couple married in 1995, first child born 1996, second child born 1997, and third child born in 1998
   2. Announce that it is now 2002 and the fictional couple divorces

D. Ask "What will the CP do without any money coming in?" *(Answer: get an order for child support)*
   3. Ask the CP to contact an attorney
      a) The Attorney obtains a court order
         (1) Provide Attorney with a mock Court Order document with preset amounts for child support, medical support, and spousal support
         (2) Attorney describes terms of court order to CP
      b) Copies of the order are provided to the CP and NCP
   4. No payments are received from the NCP
   5. Never Assigned Arrearages are accruing based on the court order
      a) CP tracks arrearages on flip chart as Never Assigned
      b) Three months go by with no money collected

E. Ask if the CP needs public assistance since the NCP has not made support payments. *(Answer should be Yes)*

F. Ask the CP to contact public assistance
   6. CP requests assistance
      a) PRE AID – CP posts flip chart paper on the wall with tape
      b) CP goes to the welfare office and signs CW2.1 assigning her rights to collection of the arrearages that have accrued
      c) Never Assigned arrearages become Pre-Assistance Arrearages

7. CP is granted assistance
   a) AID ACTIVE – so the same Never/Pre-Assistance arrearages become Temporarily Assigned
   b) Welfare volunteer refers amount of temporarily assigned to LCSA
8. LCSA volunteer records temporarily assigned arrearages on a flip chart as a lump sum
   a) LCSA volunteer also begins to track Arrearages that are accruing while aid is active as permanently assigned
   b) Three months pass with no payments received
9. Welfare volunteer records the grant amount and begins to track the UAP

G. CP gets a job and goes off aid
1. Ask the CP to notify the Welfare volunteer
2. Welfare volunteer notifies LCSA that Aid has been closed
   a) LCSA volunteer updates the temporarily assigned arrearages to conditionally Assigned and
   b) Asks Welfare volunteer what the UAP amount is

H. Arrearage Calculations
1. Recap the events of the Team Activity that led up to the current point of the process
   a) Refer participants to the “Arrearage Types/UAP Calculation Guide” on page 167 of the Participant Resource Guide
   b) Whenever public assistance closes (or reopens) we must
      (1) Review the existing arrearage balances
      (2) Re-distribute existing arrearage balances to the new arrearage types
2. Calculating Unassigned Arrearages is always done when public assistance closes
   a) Unassigned During Assistance Arrearages
      (1) ALWAYS compare Permanently Assigned Arrearages to UAP first
      (2) Keep up to the amount of the UAP as Permanently Assigned Arrearages
      (3) The amount of Permanently Assigned Arrearages that exceeds the UAP becomes Unassigned During Assistance
   b) Unassigned Pre-Assistance Arrearages
      (1) Compare the amount of Permanently Assigned Arrearages plus the amount of Conditionally Assigned Arrearages to the UAP
      (2) Keep as much of the Conditionally Assigned Arrearages as you need to reach the UAP
      (3) Any Conditionally Assigned Arrearages that exceeds the UAP become Unassigned Pre-assistance
   c) All arrearages that have been unassigned are disbursed to the custodial family

d) Demonstrate examples of calculating Unassigned Pre-Assistance and Unassigned During Assistance Arrearages

X. Exercise

A. Distribute Financial Management calculations for participants to work individually
   1. Allow 10 minutes to complete
   2. Review answers with participants
      a) Flip chart Calc #1
         (1) Work through example
         (2) Show results
      b) Flip chart Calc #2
         (1) Work through example
         (2) Show results
      c) Flip chart Calc #3
         (1) Work through example
         (2) Show results

B. Distribute Financial Management exercise
   1. Allow 10 minutes to complete
   2. Call time
   3. Collect exercises

XI. Closing

A. Ask participants if they have any questions and provide responses

B. Thank participants for their participation

C. Transition to the next topic

Section 14

Case Closure

Case Closure Topic Outline 133

Case Closure Topic Outline

Duration: 60 minutes

Participant Supplies

- ☐ *See "Day Three Materials Checklist" on page 11*

Handouts & Exercises

- ☐ None

PowerPoint

- ☐ *Case Closure.ppt*

Miscellaneous

- ☐ None

Begin *Case Closure.ppt*

I. Introduction

Purpose – To provide an overview of the California DCSS Case Closure Guidelines.

II. Case Closure Criteria

A. The Standard Operating Procedures for closing and reopening child support cases are dictated by policy of the California Department of Child Support Service (CDCSS)

B. Definitions

1. Case Closure
   - *a)* Title IV-D Services will no longer be provided
   - *b)* Case closure shall not affect a child support order or
   - *c)* Arrearages that have accrued under the order
2. Recipient of Services
   - *a)* The custodial party or
   - *b)* The CP or noncustodial parent who has applied for, is receiving or has been referred to the IV-D agency

C. Some closure criteria are:

1. No enforceable order

2. Noncustodial parent deceased
3. Paternity cannot be established
4. Unable to locate noncustodial parent
5. The noncustodial parent cannot pay support for the duration of minority
6. The noncustodial parent is in a foreign country and a support order cannot be established or enforced
7. Locate-only services
8. Recipient of services requests case closure
9. Court determination when retroactive child support is the only issue
10. Good cause
11. Loss of contact with the recipient of services
12. Non-assistance recipient is non-cooperative
13. Recipient of services has moved and is receiving services in another jurisdiction
14. Initiating jurisdiction is uncooperative
15. Case opened erroneously

D. Notification of Case Closure – “A local child support agency shall notify the recipient of Title IV-D services in writing when
   1. Closing a case pursuant to closure policy under…(1) through (6) and (11) through (14), above, of the local child support agency's intent to close the case
   2. Written notice shall not be provided for case closed pursuant to policy…(7), (8), (9), (10) or (15), above

E. Case Reopening
   1. “The case shall be reopened at a later date if the former recipient of services requests that the case be reopened AND
   2. Can provide information that could lead to the establishment of paternity or a support order or enforcement of an order
   3. When a former recipient of services requests resumption of Title IV-D services, the recipient of services shall complete a new application for child support services.”

F. Record Retention
   1. Closed case records shall be retained for a minimum of FOUR years and FOUR months
   2. Unless otherwise specified, summary criminal history information shall be deleted, in accordance with record retention requirements”

G. Recall of Enforcement Action – When cases are closed, the local child support agency shall:
   1. Recall establishment and enforcement activities as appropriate for each case

2. These activities may include, but are not limited to:
   (1) Dismissal of Summons and Complaints without prejudice
   (2) Termination of way and medical assignments
   (3) Removal of obligor's name form intercepts
   (4) Release of personal and real property liens
   (5) Substitution of payee

III. Closing

A. Ask the participants if they have any questions and provide responses

B. Thank participants for their participation

C. Transition to next topic

Section 15

Customer Service

Customer Service Topic Outline 139

Customer Service Topic Outline

Duration: 75 minutes

Participant Supplies

- ☐ *See "Day Three Materials Checklist" on page 11*

Handouts and Exercises

- ☐ None

PowerPoints and Videos

- ☐ *Customer Service.ppt*

Miscellaneous

- ☐ Flip chart with definition of external and internal customers (optional)

Begin *Customer Service.ppt*

I. Introduction

Purpose – To introduce concepts to assist in providing superior customer service

II. Share Personal Experiences

A. What Is Customer Service?

B. Ask for some specific examples of good customer service received

1. Ask for volunteers, (about 3 responses) to give some examples of good customer service they have experienced.
2. What were the lasting effects of the experiences?

C. Ask for specific examples of bad customer service received

1. Ask for volunteers (about 3 responses) to give experiences of bad customer service received
2. What were the lasting effects of this negative experience?

D. Definition of customer service – Read the definition "What Is Customer Service?" on page 181 of the Participant Resource Guide and discuss

E. Ask participants "Who are our customers?" and record responses on flipchart

1. Ask participants to define the difference between the external customer and internal customer
2. Ask participants if the definition of a customer is restricted to just internal customers. (*Answer*: No)
3. Provide the following definition (these may have been previously written on a flip chart)
   a) External Customer – Those we are paid to serve
   b) Internal Customer – Those who assist us in providing the service

F. Ask participants the question, "Who is responsible for customer service?"
   1. Take several responses
   2. Write responses on flip chart
   3. Refer to "Who Is Responsible for Customer Service?" on page 181 of the Participant Resource Guide and discuss

III. Communication Problem Solving

A. Ask participants to think of ways to put into practice effective communication about the child support process
   1. Write on flip chart.
   2. Responses include: courtesy, prompt attention, reliability, personal attention and knowledgeable, empathetic staff

B. What are Benefits In Providing Excellent Customer Service?
   1. Ask participants to give some benefits to providing excellent customer service. Write on flip chart
   2. Review benefits list under "Benefits of Providing Superior Customer Service" on page 181 of the Participant Resource Guide
   3. Tell participants, "Let's now look at some delivery techniques."

IV. Delivering Superior Service on the Telephone

A. Answering the Telephone
   1. Be courteous
   2. Be enthusiastic
   3. Use friendly phrases in greetings
   4. Put a smile in your voice
      a) Have some dialogue with participants regarding this technique.
      b) If time is going well, actually have them smile while making a statement to hear the difference in voice projection

B. Mastering Voice Inflection

1. To get this point across ask participants to think about how many times they re-record messages on the voice mail to get the sound and tone that makes them sound best
2. Emphasize they only have one chance to project this to customers

C. Addressing the Customer – Refer to Participant Resource Guide and ask for volunteers to read aloud

1. Addressing the customer
   a) Remind participants that sometimes it is difficult to determine on the phone if an individual is male or female
   b) Be sensitive, be careful
2. Ending the call

V. Practice Effective Listening

A. Refer to Participant Resource Guide

1. Request for volunteer to read text
2. Trainer says (using no voice inflection or punctuation)
   "My child support was set at a higher rate than I had expected."
3. Now ask the participants to determine if the phrase was a statement, objection or question. (*Answer*: Statement)

B. Managing Objections

1. Refer to Participant Resource Guide
2. Ask participants to review

VI. Interview Techniques

A. Environment and Personal Considerations

1. Attentiveness to verbal and nonverbal communication
2. Develop rapport
3. Body language
4. Maintain emotional objectivity
5. Surroundings – Acknowledge fact this may be out of participants immediate control, nevertheless, they should have awareness

B. Interviewing the Customer

1. Opening – Review "Opening" on page 187 of the Participant Resource Guide
2. Exploration – Review "Exploration" on page 187 of the Participant Resource Guide
   a) Open questions
   b) Closed questions
3. Closing – Review "Closing" on page 187 of the Participant Resource Guide

C. Communication Styles
   1. Direct Communicators
   2. Passive Communicators
   3. Talkative Communicators
   4. Analytical Communicators

D. Handling Customer Situations – Review “Turn on the Heat” on page 191 of the Participant Resource Guide
   1. H = Hear the customer out
   2. E = Empathize
   3. A = Ask questions
   4. T = Take responsibility for finding a solution

VII. Closing

A. Ask participants if they have questions and provide responses

B. Transition to the next topic

Trainer Note: *Additional topics to be presented at Trainer’s discretion.*

C. Provide participants with a summary of CSPO
   1. Distribute Evaluations
   2. Collect Evaluations from participants
   3. Provide participants with Certificates

D. Congratulate participants on successfully completing the DCSS Child Support Program Orientation and thank them for their participation!

Section 16

Handouts

Section 17

Exercises

This section includes copies of exercises and answer keys from each of the Child Support Program Orientation topics.