

**WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES
Division of Family and Economic Security
Bureau of Child Support**

**To: Child Support Directors
Child Support Supervisors or Lead Workers
Child Support Attorneys**

**From: Director
Bureau of Child Support**

Subject: CSA Customer Service Plan

**CHILD SUPPORT
BULLETIN**

No.: 09-35

Date: 11/06/2009

Purpose

This bulletin informs child support agencies of the requirement to submit a written Customer Service Plan to the Bureau of Child Support. The intent of the Plan is to outline general principles of customer service into a single document that identifies the customer service standards for the CSA. The Customer Service Plan includes a framework for CSAs to identify, evaluate, strengthen, and document internal CSA procedures for providing services to child support customers.

Background

County and BCS representatives convened in April 2008 to participate in a Customer Service Summit to review current methods and identify issues, opportunities and challenges related to the evolving nature of service delivery. The goals and results of the Summit ensure improvement of services, help assure the efficient use of agency resources and promote opportunities for new initiatives.

A key element in the success of Wisconsin's child support program is the provision of excellent customer service to program participants and others who contact our offices. This vision focuses on customer needs, process efficiencies, and providing services that are easily accessible and oriented towards the customer.

BCS notes there is a lot of good customer service already practiced by child support agencies. We believe that the development of a formal CSA Customer Service Plan will provide an opportunity for each CSA to review current procedures, identify areas for improvement, strengthen customer service activities, and document internal practices for workers.

Policy

A CSA Customer Service Plan is a formal document that details individual CSA customer service standards. Information from the CSA Customer Service Plan may be shared with various audiences, including program participants, county administration staff, partner agencies, and the public. The plan is not intended to regulate CSA activities, but rather to ensure development of reasonable customer service standards, and formally document individual CSA practices and procedures related to customer service.

Customer service practices and procedures may vary from county to county. In general, the elements of the Customer Service Plan model represent basic program activities that are required by IV-D regulations and other federal law.

The attached Customer Service Plan model identifies the key elements of customer service. CSAs must complete the standard Customer Service Plan model provided with this bulletin or submit a different, individual county customer service plan that addresses each element of customer service shown in the model:

- Review each area of the plan to identify internal processes and complete each element with county-specific information.
- Include other appropriate standards that reflect county practices or procedures related to customer service.
- Communicate the CSA's customer service procedures to appropriate staff and managers.
- If the CSA has a published mission or vision statement, include that statement in the Customer Service Plan.

Action Required

If your agency does not have procedures that address an individual element identified in the model Customer Service Plan, contact the Child Support Regional Administrator.

Agencies must submit the written Customer Service Plan to your Child Support Regional Administrator by ***December 11, 2009***.

CS Regional Administrator Review

The CS Regional Administrators will review agency plans and ensure that each element is addressed in each plan.