

**CUSTOMER SERVICE PLAN**

\_\_\_\_\_ (name) \_\_\_\_\_ COUNTY CHILD SUPPORT AGENCY

Unless otherwise noted, this customer service plan applies to child support case participants, including custodial parents and non-custodial parents, their attorneys and/or authorized representatives, and members of the public who may be seeking child support services.

**AGENCY OFFICE HOURS**

The Child Support Agency is open to the public from \_\_\_\_\_ to \_\_\_\_\_ (hours a.m. to hours p.m.) on regular business days. (If CSA is not open during regular county business days, please indicate actual CSA office days and hours.)

**CSA OPERATION** (complete all that apply and indicate N/A for those that do not)

- Voice Mail (VM) Yes No N/A
- VM System allows messages during non-business hours Yes No N/A
- Integrated Voice Response (IVR) Yes No N/A
- IVR System has out-bound dialing capability Yes No N/A
- Call Center Yes No N/A
- The agency has a toll-free number Yes No N/A
  - 800 – \_\_\_\_ - \_\_\_\_\_

**TELEPHONE SERVICE STANDARDS**

- Customer phone calls are returned within \_\_\_\_ (timeline) business days of the call.
- Employer phone calls are returned within \_\_\_\_ (timeline) business days of the call.
- When staff return to the office following sick time or vacation, calls are returned within \_\_\_\_ (timeline) working days of return.

**CALLS/VOICE MAIL/PROTECTED TIME**

- Staff have voice mail active from \_\_\_\_\_ to \_\_\_\_\_ throughout the day.
- Staff have after-hours voice mail? Yes No
- Voice mail will be responded to within \_\_\_\_ (timeline) working days.
- When staff are out of the office for sick time or vacation, voice mail messages are changed to reflect when the customer can expect a return call or to convey arrangements for calls redirected to another worker. Yes No

- CSA workers have protected time as follows:

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- **APPOINTMENTS**

- Appointments with the child support worker may be made either in person or by telephone.
- In general, appointments are scheduled and held within \_\_\_\_ (timeframe) days from the day of request.
- Every attempt will be made to see the customer within (timeframe) of their scheduled appointment time. Should uncontrollable circumstances occur that would delay the appointment longer than the \_\_\_\_ (timeframe), the CSA will attempt to contact the customer in advance to see if the delay can be accommodated or if they would like to reschedule for another day/time.
- Other customer appointment policy:

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## **INTERPRETATION AND TRANSLATION SERVICES**

All persons, including Limited English Proficient (LEP) persons, will be provided access to the available services and information about the program. An interpretation/translation Language Line may be used by the CSA to access a translator for participants who are non-English speaking. The Language Line is a commercial interpretation service accessed through the telephone.

All interpretation and translation services related to the IV-D program are provided to program participants free of charge.

- Explain how the CSA provides interpretation services:
  - CSA Phone Calls:
  - CSA Interview/Appointments:
  - CSA Court Hearings:
  - Other:
- Customer Literature/BCS documents are available in Spanish and Hmong. These materials are readily available to all participants and are located:
  - Spanish materials:  
Located: \_\_\_\_\_
  - Hmong materials:  
Located: \_\_\_\_\_

## TEXT TELEPHONE (TTY)

A TTY is a device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate. It is sometimes called a TDD or Telecommunication Device for the Deaf. TTYs are used by many people, not just people who are deaf.

Documentation of interpretation services are entered in KIDS events.

- Agency TTY instructions are located:

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- The CSA will ensure a sufficient number of employees are trained in its use. The following employees are trained:

- List trained staff:

## AVAILABLE ON-LINE SERVICES

The CSA promotes the use of available technologies to ensure maximum access and improved service delivery. The agency directs participants to:

- (Name) County Child Support Agency website (provide [www.link](#))
- (Name) County website (provide [www.link](#))
- Bureau of Child Support (BCS) public website [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov).
- Child Support Online Services (CSOS) [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov)
- Other:

## REQUESTS FOR IV-D SERVICES

The agency is responsible to provide child support services to recipients of public assistance, and to non-public assistance applicants upon receipt of a properly completed application for IV-D services. These requirements are further defined in 45 CFR 303.2 Establishment of cases and maintenance of case records.

An application must be in writing or on a form that indicates that the individual is applying for child support enforcement services under the Title IV–D program, and must be signed by the individual applying for IV–D services.

- For individuals applying for services in-person, the CSA provides an application on the day the person makes the request, in person.
- Within 5 working days of a written or telephone request, the CSA will provide an application for services. The requestor is advised there is an application fee if appropriate.
- The application packet includes: Application Cover Letter, Letter of Understanding and Application form.

- The CSA also sends information describing available services, the individuals' rights and responsibilities, and the state's fees, and distribution policies. The additional forms, pamphlets or booklets provided with the application include: \_\_\_\_\_  
\_\_\_\_\_
- Applications are date-stamped and accepted as filed on the day the document and the application fee are received at the CSA.
- Within no more than 20 calendar days of CARES/WISACWIS referral or receipt of an application for services, the CSA will open the case in KIDS, establish a case record and, based on an assessment of the case, determine necessary action.
- Telephone requests for other child support program materials will be mailed within \_\_\_\_\_ (timeline) days of request.

### **COMMUNICATION, CORRESPONDENCE and OTHER DOCUMENTS RECEIVED**

All CSA communications have potential legal consequences. Correspondence has a major impact on an organization's image and its dealings with customers and the public. (See also: Complaint Process)

- Letters are date-stamped when received at the CSA.
- Letters are passed on to the addressee or appropriate person within \_\_\_\_ (timeline) working days.
- The worker will respond to a letter within \_\_\_\_ (timeline) days of receipt.
- If it is not possible to provide a response within the normal timeline, the CSA will provide an acknowledgement within \_\_\_\_ (timeline) days of receipt, with an indication of when the customer can expect a response.

### **E-MAIL**

All e-mail will be treated the same as other written communication. It is the CSA's responsibility to ensure that e-mail is used in a manner that does not compromise confidentiality.

- The agency has an office "e-mail address": Yes No  
E-mail address: www.link
- CSA staff have individual email addresses used for customers? Yes No
- Responses to e-mail correspondence will be sent within \_\_\_\_\_ (timeline) days.
- Email communications initiated by the CSA will not contain SSN's or IRS information.

### **KIDS EVENTS**

Kids Information Date System (KIDS) events are a record of factual information, and are used to document the actions taken on a case.

The requirements are defined in:

45 CFR 303.2 Establishment of cases and maintenance of case records.

(c)The case record must be supplemented with all information and documents pertaining to the case, as well as all relevant facts, dates, actions taken, contacts made and results in a case.

- KIDS events are factual, and will not include statements of bias or judgment, or personal opinions. Case workers strive to remain objective and ensure that their personal values and opinions do not interfere with the documentation of case activity or the provision of appropriate child support services.
- Participant contacts should be entered promptly to ensure a sequential history.
- When events are warranted, they are entered during or immediately after the action or contact with a participant.
- Phone calls are logged. An event will be created in the KIDS system documenting the call and the information provided immediately after the call. When a worker is unable to reach the participant, an event will be created regarding all attempts.
- Documentation of interpretation services is entered in KIDS events and includes the name and position or relationship of the interpreter.
- Third Party Contacts: When information is received by a worker from a third party source regarding a case or participant, the information is recorded in KIDS. Third party contacts may be from an employer, family member, etc.

Note: There may be entries that should not be made in KIDS, because the worker believes information is of a highly sensitive or confidential nature. The worker should consult with their supervisor on agency procedure. (Example: Sensitive personal or detailed medical information about the participant.)

## **COMPLAINT PROCESS**

Federal regulations at 45 CFR 303.35 requires states to have in place an administrative complaint procedure. Complaints regarding CSA services may impact the provision of services for other agencies or legislative bodies.

A distinction is made between Administrative Complaints, those complaints regarding decisions taken or not taken on IV-D cases whether statutory or otherwise; and Service Complaints, those complaints related to the quality of service provided.

- The Administrative Complaint process: 45 CFR 303.35 mandates that each state must have an administrative complaint procedure, defined by the State, to allow individuals the opportunity to request an administrative review.

The CSA has implemented an administrative complaint process per Bureau of Child Support (BCS) policy; CSB 01-11R Subject: Administrative Complaint Procedure.

The agency informs applicants and participants of their right to file an administrative complaint if they dispute the denial or termination of a service or if they have a claim/concern regarding perceived errors in provision of service or actions that should have been performed by child support staff. The complaint

process is intended to remedy errors, not to allow individuals to dictate action in a case.

A copy of the process and the complaint form can be obtained by **(identify or attach the agency process)**.

The agency maintains a file of all administrative complaints, including the written response detailing the review of the complaint and any action taken. Upon request, BCS regional administrators are provided copies of the complaints during agency onsite monitoring visits.

- Service/Personnel complaints: The CSA maintains an accessible and transparent system of dealing with complaints about the quality of service provided. Issues with long hold times, rudeness, inconsistent information, failure to follow-up on a referral, and non-compliance with timelines are to be referred to the agency Director/Supervisor.
- Participant/customer complaint calls are not referred to the Bureau of Child Support (BCS) or the BCS Regional Administrator.
- BCS/Policy complaints. Callers will be advised to submit their concerns in writing to the Agency Director, (Name) County CSA, Address, City/WI, zip code. The director will forward the policy issue to BCS.

## **ABUSIVE BEHAVIOR BY PARTICIPANTS/CUSTOMERS**

- Profanity and abusive language or behavior by a customer need not be tolerated.
- Staff will remain professional – even if the customer is not behaving in a professional way, it is important that staff remain professional throughout the interaction with the individual.
- Staff may be authorized to terminate abusive phone calls. Create an event in KIDS documenting the call/contact and the information provided, within \_\_\_\_ (timeline).
- Threats – sometimes staff receive a threat during a telephone conversation or office interview. It is important to remain calm in these situations. If staff receive a threat:
  - Inform your supervisor immediately
  - Document the verbiage as close to word-for-word as possible
  - In consultation with your supervisor, determine if a threat should be reported to law enforcement
  - Consult county policies and procedures for documenting threats
  - If appropriate, notify BCS
- On rare occasions, customers who display a pattern of abusive or harassing behavior may be required to submit all communication in writing to the CSA. If this occurs, the agency will communicate this restriction to the customer via letter from the CSA director or designee, and advise the participant that failure to comply with the restriction may result in case closure for non-cooperation.

## **Non IVD SERVICES**

- The agency will explain payment, allocation and distribution information to Non IVD case participants with proper identification.
- Income Withholding: The \_\_\_\_\_ (identify responsible agency/party) will send an income withholding assignment for Non IVD cases. The agency (will or will not) terminate wage assignments on Non IVD cases.

The CSA will not attempt to locate or verify employment or otherwise enforce Non IVD cases without requiring an application for IV-D services.

Completed by: \_\_\_\_\_ Phone: \_\_\_\_\_

Date: \_\_\_\_\_