

## CUSTOMER SERVICE POLICY

### MONROE COUNTY CHILD SUPPORT AGENCY

#### INTRODUCTION

The objective of the Customer Service Policy is to provide enhanced child support services to our customers. "Customer" is defined as both external and internal. The "external customer" refers to a caller, visitor or client to whom service is provided. The "internal customer" refers to staff and co-workers within the office as well as staff from other county departments or state agencies. ALL CUSTOMERS MUST BE TREATED PROFESSIONALLY AND RESPECTFULLY EVERY TIME THEY HAVE CONTACT WITH THE CHILD SUPPORT AGENCY.

Unless otherwise noted, this customer service plan applies to both internal and external customers.

The Child Support Agency shall be designated as CSA through this document.

The Kids Information Data System shall be designated as KIDS throughout this document.

#### GENERAL PROCEDURAL INFORMATION

The Agency will be accessible for personal contact between 8:00 a.m. and 4:30 p.m. Monday through Friday except on holidays as designated by County Policy.

The Agency has 24-hour voice mail activated to allow customers to call at any time that is convenient for them. If the customer leaves a name, case number or social security number, and a telephone number where they can be reached, phone calls will be returned by the end of the following business day if possible. Caseworkers will strive to answer the telephone immediately, but are not required to interrupt an interview to answer the telephone.

When a staff member is on vacation or out ill, voice mail is changed to advise they are out and that the Coordinator shall answer questions if available. If neither is available, the call shall be returned within 2 working days of return to work by the staff member.

The guidelines, regulations and policies developed by the Wisconsin Department of Children and Families, Division of Family Support and Economic Security, Bureau of Child Support, and KIDS will be adhered to for the processing of case files and child support services.

The Agency will maintain the appearance and atmosphere of the office in a manner that is safe, confidential and informative to the customers.

## REQUEST FOR SERVICE AND INFORMATION

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.

Customers requesting child support services will be provided an application form. In-person requests will be honored immediately. Telephone requests will be honored within 24 hours.

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.

The application packet includes: Application cover letter, Letter of Understanding and Application form.

Applications are date-stamped and accepted as filed on the day the document and the application are received at the CSA.

Within no more than 20 calendar days of the 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.

General information regarding the Child Support Program and the procedures followed by the Child Support Agency will be provided upon request.

Telephone requests for other child support program materials will be mailed within 2 days of the request.

Requests for case-specific information will be released only to participants of the case or their attorneys or to a non-party if the participant provides a written and notarized authorization. Any party requesting case-specific information must be prepared to provide verification of their identity and their relationship to the case. Caseworkers can refuse to provide information if satisfactory identification is not provided.

Employers who contact the Agency for case-specific information will be provided only such information as is necessary for them to comply with their obligations or responsibilities, unless a written authorization is provided by the case participant for the release of additional information. Identification from the employer will also be required. Employers are NOT required to provide information to custodial parents in the child support cases.

A request to schedule an appointment with the Child Support Worker may be made either in person, by telephone, or by e-mail.

In general, appointments are scheduled and held within one week of the request.

Every attempt will be made to see the customer within 30 minutes of their scheduled appointment time. Should uncontrollable circumstances occur that would delay the appointment time longer than the 30 minutes, the Child Support Agency 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.

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 Child Support Agency 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.

The Child Support Agency shall arrange for a translator to be present during prescheduled appointments. If a person calls or comes in unscheduled, the Child Support Agency shall attempt to get a translator on the phone to either answer questions or schedule an appointment where the translator shall be present.

Translators at Court hearings shall be obtained by the Judge's offices. The Child Support Agency shall advise the Court ahead of time, if known, that a translator shall be required.

Customer Literature/BCS documents are available in Spanish and Hmong. These materials are readily available to all participants and are located in the Child Support Agency.

Documentation of interpretation services are entered into KIDS events.

The Child Support Agency does not have access to a Text Telephone (TTY). Any communications shall be initiated by the customer through a relay system where a third party shall assist in the communication.

The Child Support Agency promotes the use of available technologies to ensure maximum access and improved service delivery. The Agency directs people to:

The Monroe County Website: [www.co.monroe.wi.us](http://www.co.monroe.wi.us). From this website a person can access to the Child Support Page.

The Bureau of Child Support Service (BCS) public website and Child Support Online Services: [www.childsupport.wisconsin.gov](http://www.childsupport.wisconsin.gov)

Pro se Documents: [www.wicourts.gov](http://www.wicourts.gov)

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

Child Support staff have individual e-mail addresses used for customers. They are provided upon request and can be obtained at the County website. Customers are provided business cards of the worker handling their case when new orders are mailed out.

Responses to e-mail correspondence will be sent within two days.

E-mail communications initiated by the CSA will not contain Social Security Numbers or IRS information.

KIDS events are a record of factual information, and are used to document the actions taken on a case.

The requirements are defined in:

45CFR 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 shall be entered promptly to ensure a sequential history.

When events are warranted, they are entered during or immediately after the action or contact with the 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.

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.

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 or agency policy. (Example: Sensitive personal or detailed medical information about the participant)

## CUSTOMER COMPLAINTS

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 where statutory or otherwise; and Service Complaints, those complaints relating to the quality of service provided.

45 CFR 303.34 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 is attached to this document.

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.

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 Child Support Coordinator.

Participant/customer complaint calls are not referred to the Bureau of Child Support (BCS) or the BCS Regional Administrator.

Callers will be advised to submit their concerns with BCS or policy complaints to the Child Support Coordinator, Monroe County Child Support Agency, 112 S Court St, Room 101, Sparta, WI 54656. The Coordinator will forward the policy issue to BCS.

Customer complaints or service concerns will be addressed immediately and will be discussed with the Child Support Coordinator. If necessary, a meeting with the customer, case worker and the Coordinator will be scheduled at the earliest possible time to resolve issues. If requested, a written follow-up will be provided to the customer within 5 days of the complaint or concern **that has been** addressed **by** the Coordinator.

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. An event shall be created in KIDS documenting the call/contact and information provided immediately after the call is received.

Sometimes staff members receive a threat during a telephone conversation or office interview. It is important to remain calm in these situations. If a staff member receives a threat:

- Inform your supervisor immediately.
- Document the verbiage as close to word-for-word as possible.
- Make note if anyone else witnessed the threat.
- 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 Coordinator or designee, and advise the participant that failure to comply with the restriction may result in case closure for non-cooperation.

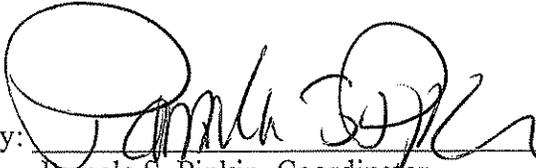
The Agency will explain payment, allocation and distribution information to Non IVD case participants with proper identification.

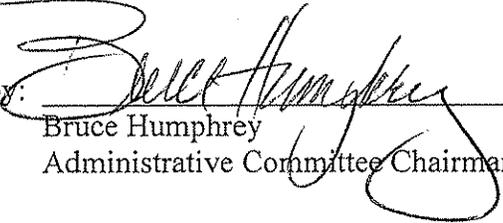
The Monroe County Child Support Agency will send an income withholding assignment for Non IVD cases. The Agency will terminate wage assignments on Non IVD cases.

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The Monroe County Child Support Agency will send an income withholding assignment for Non IVD cases. The Agency will 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.

Complied by:  12/8/09  
Pamela S. Pipkin, Coordinator Date  
Monroe County Child Support Agency  
(608) 269-8809  
[ppipkin@co.monroe.wi.us](mailto:ppipkin@co.monroe.wi.us)

Approved by:  12/8/09  
Bruce Humphrey Date  
Administrative Committee Chairman

## ADMINISTRATIVE COMPLAINT PROCESS PLAN

### MONROE COUNTY CHILD SUPPORT AGENCY

#### **Agency Complaint Process**

Child Support case participants will be notified of the complaint process by placing a copy of this plan with the appropriate forms in the lobby of the Child Support Agency.

Complaints must be in writing. A Complaint form will be provided upon request.

Complaints may be initiated in the form of a letter or e-mail. If a letter or e-mail is received, the Complaint Form will be mailed to the person within 3 working days.

Complaints will be date-stamped upon receipt.

#### **COMPLAINTS PROCESS TIMELINES**

Within 7 working days of receipt of the complaint form, the fact finder will review the circumstances of the case and make a written determination.

The written results will be mailed to the complainant within 10 days of the determination.

#### **FACT FINDER AND RECORD KEEPING**

The designated fact finder will be Pamela S. Pipkin, Coordinator of the Child Support Agency.

If the complaint is directed at the Coordinator of the Agency, the fact finder shall be the County Administrator.

Complaints will be stored in a file under the label "Complaint Process." The Complaint Process file will be located in the Monroe County Child Support Office.

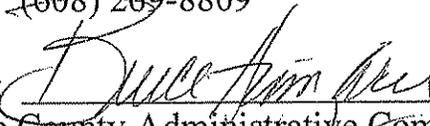
## AGENCY CUSTOMER SERVICE PLAN

A copy of the Child Support Agency Customer Service Plan as required by Administrator's Memo 99-12 is attached.

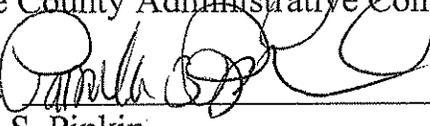
This policy is effective November 10, 2009 and replaces the previous policy.

Agency Name: MONROE COUNTY CHILD SUPPORT AGENCY

Phone: ~~(608)~~ 269-8809

Signed:   
Monroe County Administrative Committee

Date: 11/10/09

Signed:   
Pamela S. Pipkin,  
Child Support Coordinator

Date: 11/10/09

## ADMINISTRATIVE COMPLAINT FORM

If you believe that your local child support agency has delayed or not taken a mandatory action on your case as required by federal regulation or state law, please complete this form.

Once the form is submitted, your local child support agency is required to review the facts in your case and notify you of a determination whether or not an error has occurred or a required action has not been taken.

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

HOME/CELL PHONE: \_\_\_\_\_ WORK NUMBER: \_\_\_\_\_

IV-D CASE NUMBER OR COURT CASE NUMBER: \_\_\_\_\_

SOCIAL SECURITY NUMBER: \_\_\_\_\_

NAME OF OTHER PARENT: \_\_\_\_\_

I request a review of my case. I believe that an error has occurred or an action was not taken that should have been taken on my case.

(Please attach statement describing the action that you think should have been taken but was not taken and when you think the action should have occurred. Also describe any information provided to you by your case worker. Include copies of any evidence in support of your request).

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