

LANGUAGE ACCESS PLAN



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Introduction

In April 2024, the Los Angeles County Board of Supervisors adopted a Countywide Language Access Policy to help ensure meaningful access to programs, services, and information for all residents. As part of this policy, every County department is expected to develop and implement a Language Access Plan.

This document is the Los Angeles County Child Support Services Department (CSSD) Language Access Plan. In preparing this plan, we reviewed the services we provide to the public, how we communicate with those we serve, and the resources currently available to people with limited English proficiency (LEP).

Department's Mission

CSSD's mission is "Connecting with parents and caregivers to provide child support services."

Language access aligns with CSSD's mission by allowing the department to effectively communicate with and respond to the unique needs of all parents and caregivers. CSSD is responsible for ensuring that all people are provided full access to the available services and information about the child support program.

Priority Languages

CSSD believes that offering services in multiple languages best serves our constituents by enabling us to fulfill our mission of connecting with parents and caregivers to provide child support services. Based on data from our Child Support Enforcement (CSE) system and other sources, Spanish is currently the only Priority Language identified for CSSD. However, in alignment with the California Health and Human Services Agency (CalHHS) Language Access Policy, the California Department of Child Support Services (DCSS) will be translating vital documents into these five languages: Spanish, Chinese, Tagalog, Vietnamese, and Korean. DCSS maintains the CSE system and all documents generated through the system for all of the local child support agencies (LCSAs) in California, including CSSD. DCSS is the responsible party for updating those documents. Every two years, DCSS and CSSD review the number of people who primarily use languages other than English to update their required Priority Languages, as needed.

Additionally, CSSD currently has certified bilingual representatives available to assist participants who speak Spanish, Tagalog, Armenian, Mandarin, Hindi, and Vietnamese. For other languages, CSSD representatives use a contracted provider for interpretation services in over 160 languages. CSSD's public website is available in fourteen different languages, including: English, Arabic, Armenian, Chinese (simplified), Farsi, Hindi, Japanese, Khmer, Korean, Russian, Spanish, Tagalog, Thai, and Vietnamese. Services are also available for speech or hearing-impaired customers through our TeleTypewriter (TTY) number: (866) 399-4096

Language Access Policy

The DCSS Departmental Policy Statement states: *Child Support Services is responsible for ensuring that all persons, including those who are non-English speaking, are provided equal access to the available services and information about child support programs, and must deliver services in ways that honor individual differences and are sensitive to cultural differences. Effective communication with customers*

who are non-English speaking must be achieved through bilingual staff, translated written materials, and contracted interpreter/translation services.

CSSD and DCSS conduct biennial reviews to update Priority Languages. CSSD provides certified bilingual staff and contracted interpretation services in over 160 languages and for speech or hearing-impaired customers through our TTY number. CSSD's website is available in fourteen different languages. DCSS provides all written materials and vital documents for all California LCSAs, including CSSD.

Additionally, Federal law requires that CSSD take appropriate steps to ensure that communications with persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, are as effective as communications with persons without disabilities.

Scope of Policy

CSSD's policy applies to employees, program participants, community partners, visitors, contractors and vendors.

Key Terms and Definitions

Languages Other Than English (LOTE) speakers: this designation refers to individuals who prefer to speak, read, or write in a language other than English.

Limited English Proficiency (LEP) speaker: this designation refers to individuals who do not speak, read, or write English as their primary language.

Preferred Language: The primary language in which an individual prefers to read, write and speak.

Interpretation: Rendering spoken or signed language into another language while maintaining the meaning and tone of the language.

Translation: Rendering written communication into another language while preserving meaning.

Vital Documents: Documents that affect enrollment, continued participation, or termination from a government program, benefit, or service.

Language Access: The provision of free language assistance to LEP speakers in their preferred language, including through interpretation and translation services, to help enable reasonable access to and an opportunity to fully participate in the services, resources, and programs administered by the County.

Language Access Complaint: Common scenarios include but are not limited to the availability of language services not communicated to the public, when language services were not provided when requested, and when the quality of language services did not meet the needs of the LEP speaker.

Language Services Procedures

This section includes the actions Child Support Services will take to provide information and services in languages other than English.

Points of Contact	Available Language Assistance Resources	Procedures for Accessing Language Assistance Resources	LOTE/LEP Speakers can expect:
In Person	Certified bilingual staff. Contracted interpretation services in over 160 languages.	Certified bilingual staff will assist. If no one is available for a needed language, staff will utilize interpretative service vendor or identify the requested auxiliary aid or service. However, there is no hierarchy for using these language resources. The most appropriate resource that provides the best customer service without undue delay will be used.	CSSD currently has certified bilingual representatives available to assist participants who speak Spanish, Tagalog, Armenian, Mandarin, Hindi, and Vietnamese. For all other languages, CSSD representatives use an interpretive service, which provides interpretation services in over 160 languages.
Telephonic	Certified bilingual staff. Contracted interpretation services in over 160 languages. Relay services for TTY users.	Certified bilingual staff will assist. If no one is available for a needed language, staff will utilize interpretative service vendor or relay services. However, there is no hierarchy for using these language resources. The most appropriate resource that provides the best customer service without undue delay will be used.	When contacting our Customer Contact Center, Spanish speaking participants can expect to hear an option for Spanish assistance through our phone tree menu. For all other languages, certified bilingual staff or the interpretive service vendor will be used. For calls made directly to our office (not through the Customer Contact Center,) certified bilingual staff or the interpretive service vendor will be used.
Other: Applications and public website	Applications are currently available in English and Spanish. Public website is translated into 14 languages.	Applications are currently available in English and Spanish. Public website is translated into 14 languages.	Select desired language for website translation or desired application.

Identifying Preferred Languages

CSSD has several procedures in place to identify a LOTE speaker's preferred language to ensure they receive the necessary assistance. CSSD application and intake documents include fields to indicate the participant's language. CSSD representatives play a crucial role in identifying a LOTE speaker's language through direct interaction. When case participants contact our office by phone or in person, CSSD staff verify and update their information on the statewide computer system (CSE), including language preferences.

CSSD staff receive ongoing case management training and information that includes updating information on CSE and connecting LOTE speakers with certified bilingual staff or assisting them through the use of the interpretive service vendor. For further support, electronic communications are distributed department-wide with instructions on how to request and provide interpretation services. These instructions are also available on CSSD's internal intranet site for easy access, ensuring that all representatives can quickly find the information they need to assist LOTE speakers.

When our representatives identify a LOTE speaker's preferred language, they are expected to update our statewide Child Support Enforcement system with the preferred language for documentation and data collection purposes.

Vital Documents

Documents related to the availability of services; program applications; notices regarding eligibility or benefits; notices regarding any actions taken; notices about participant rights and responsibilities; information about the availability of free language assistance services and hearing notices have been identified by DCSS as vital documents. Our Local Child Support Agency (LCSA) operates as an extension of California Child Support Services (DCSS), which determines and translates vital documents for use by LCSAs statewide. The list of DCSS's vital documents can be found in the table at the end of this document, but include: Application, Appointment Notice, Parentage forms, Family Violence Questionnaire, Visitation Verification, Child Care Verification, Health Insurance Information, Request for Services, Attestation, and others.

Policy on Untrained Interpreters

CSSD shall not rely on an adult accompanying an individual to interpret or facilitate communication unless 1) there is an emergency involving an imminent threat to the safety or welfare of the individual and there is no interpreter available; or 2) the individual specifically requests that the accompanying adult interpret or facilitate communication, and the accompanying adult agrees to do so. CSE case notes should reflect that the case participant made this request. Children may not be used to interpret or facilitate communication unless there is an emergency involving an imminent threat to the safety or welfare of the individual and there is no interpreter available.

Notifying the Public of Language Assistance

Our department has several procedures in place to notify speakers of languages other than English (LOTE) about the availability of language assistance at key points of contact. These include each of our major points of contact: our public offices, telephone lines, and digital platforms.

In our public-facing offices, we will display information to help participants easily identify that interpretation support is available. These signs include information in our Priority Language(s) and other commonly spoken languages in our service areas, so that LOTE speakers and speech and hearing-impaired individuals can easily and quickly indicate the language or assistance they need.

When participants call our statewide customer service line, they are offered the option to receive assistance in our Priority Language - Spanish. When LOTE speakers call our office directly or call our statewide line and speak a language other than Spanish, our certified bilingual staff will assist them or our representatives will utilize our interpretive services in over 160 other languages. There is also a dedicated Tele Typewriter (TTY) line for speech and hearing-impaired individuals. However, there is no hierarchy for using these language resources. The most appropriate resource that provides the best customer service without undue delay will be used.

Our department website is currently available in 14 languages, providing translated information about available services and rights to interpretation. We also regularly share and post information, including short videos and public service announcements, on our social media sites in languages other than English or Spanish. Additionally, we partner with agencies and organizations that serve communities that speak languages other than English or Spanish, to conduct outreach and bring our services out to those communities.

Monitoring Language Assistance Effectiveness

Evaluation of Language Access

CSSD prioritizes effective communication with our diverse community. To ensure this, we use state-regulated interpretation services, offering support in over 160 languages. For legal and written documentation needs, our department relies on the expertise of Cal Interpreting & Translations Inc (CIT). CIT holds a master agreement with the County of Los Angeles. This expansive coverage enables us to provide services in the language preference of our participants to best serve our constituents. All CSSD certified bilingual staff are tested and approved through established county procedures and processes.

Child Support Services will incorporate metrics as outlined by the Countywide Language Access Policy:

- List of programs or services for which language services were requested, which languages were requested, and what services were provided;
- List of documents and communications translated and into which languages;
- Number of events in which a department provided interpretation;
- Number of people impacted/served through language assistance provided;
- List of language access complaints submitted to the Department or OIA and how those complaints were resolved.

Complaint Process

CSSD is responsible for ensuring that all people are provided full access to the available services and information about the child support program. Any person who believes they have not been provided with language access services pursuant to regulations may submit a Language Access Complaint using the

Countywide Language Access Complaint Form. Forms can be submitted online at [Language – Child Support Services](#), via email to LanguageAccess@cssd.lacounty.gov, or by mail to: 5500 S. Eastern Avenue, Commerce, CA 90040. CSSD will review the complaint and provide the recommended resolution within 90 days of receipt.

Training

CSSD will disseminate this policy to all staff within thirty (30) days of the Department’s Language Access Plan publication. This policy will undergo a review every two years to ensure its continued effectiveness and appropriateness, revising as needed.

By December 31, 2025, CSSD will deliver training on the Department’s Language Access Plan to all impacted staff members, which include representatives who interact with the public. Additional relevant training sessions will also be provided to enhance service delivery.

To ensure a smooth onboarding process and a thorough understanding of our commitment to effective communication, all new staff members will receive training on the Department’s Language Access Plan within their first 90 days of employment. Additionally, all staff will participate in refresher training on the Language Access Plan every three years or sooner to maintain high service standards and adapt to any updates in language access requirements and tools.

Community Outreach and Engagement

Child Support Services partners with various community-based organizations to help make our services more accessible. These partners share valuable feedback through focus groups, joint events, and ongoing conversations. Their insights help us improve how we deliver services and communicate with the families we serve.

The guidance included in this plan is intended to improve the internal management of the DLAP and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees, Volunteers, or any person. This document is intended for the internal management of the DLAP, it is not intended to be cited in any judicial or administrative proceeding. Administration of the services and programs discussed herein is within the sole discretion of the Office.

Vital Document List

The following is a list of the California Department of Child Support Services' vital documents. Included are the five languages required by the CalHHS Language Access Policy. Included are any others identified as threshold languages pursuant to analyses under Title VI, Dymally-Alatorre and any program-specific language access laws.

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0018	Incarcerated Parent's Request to Review Child Support	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0021	Child Support Compromise of Arrears Program Custodial Party's Statement of Rights	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0024	Notification of Incomplete Application for Child Support Debt Reduction Program	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0026	Compromise Information Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0027	Application for Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0028	Eligibility for Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0029	Denial of Application for Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0030	Temporary Suspension of Collection and Enforcement - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0035	Debt Reduction Agreement	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0037	Notice of Rescission of Child Support Debt Reduction Agreement	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0041	Appointment Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0042	Parentage Questionnaire Cover	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0043	Notice of Denial of Child Support Debt Reduction Program	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0044	Court Date Continuance Notice (Criminal)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0047	Case Opening Response	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0048	Family Violence Questionnaire	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0049	Family Violence Questionnaire Cover	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0050	Family Violence Questionnaire (Insufficient Information)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0051	Family Violence Nondisclosure of Information Granted	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0052	Continuance of IV-D Services	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0053	Visitation Verification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0054	Health Insurance Information	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0055	Request for Support Services	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0057	Application for Support Services (Cover)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0060	Information Request to Person Ordered to Receive Support	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0063	Attestation Statement	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0064	Notice of Child Support Services Program	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0069	Child Care Verification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0070	Case Opened/Reopened (NCP Request)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0072	PRS/PPS Inquiry Response	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0073	Instructions for Non-Title IV-D Locate Only Requests	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0085	Appointment Notice - Rescheduled	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0089	Genetic Testing Appointment Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0095	Parentage Questionnaire	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0096	CP Lost Contact Letter	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0099	Notice to be Served	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0117	Important Notice	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0118	Notice and Acknowledgement of Receipt for Summons and Complaint Cover	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0119	PRS Notice Regarding Service of Complaint	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0125	Health Insurance Coverage Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0132	Health Insurance Hearing Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0136	Record Update	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0157	Change of Custody	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0161	Repaying Overpayments	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0169	Health Insurance Unavailable	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0170	Health Insurance Availability Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0177	Service of Notice Regarding Payment of Support	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0196	Free Form Correspondence	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0202	Mistaken Identity	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0229	Review & Adjustment Results	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0237	Consumer Credit Report Notification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0282	Review & Adjustment Notice	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0284	Child Support Warning Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0290	Incomplete Review and Adjustment Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0291	Notice of Review	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0292	Review & Adjustment Termination Notice (No Locate)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0306	License Revocation Warning	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0307	Compromise Request - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0308	Welfare Department - Compromise - Family Reunification	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0313	State Licensing Release Agreement	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0349	Mistaken Identity Confirmation Statement	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0350	Mistaken Identity Denial	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0355	Bench Warrant Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0361	Statement of Obligor's Rights and Procedures Regarding a National Medical Support Notice (NMSN) or Health Insurance Assignment Order	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0362	Medical Insurance Choice - Custodial Party	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0373	Simplified Application for Child Support Services	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0386	Servicemembers Civil Relief Act	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0422	Locate Action Result	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0424	Appointment Cancellation Notice	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0432	Voluntary Case Closure Request	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0478	PPS Health Insurance Unavailable	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0511	NCP Request for Case Closure Cover Letter	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0512	NCP Request for Case Closure	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0561	Notice - No Health Insurance in Support Order	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0569	Declaration of Support Payment History	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0575	Notice to Applicant - Application Processed Manually	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0642	Complaint Resolution - State Hearing Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0652	Passport Denial Letter to PPS	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0664	Annual Service Fee Assessment Notice	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0669	Credit Reporting Dispute Response	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0675	Credit Reporting Dispute Claim	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0678	Certification of Annual Service Fee Exemption	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0722	Affidavit of Non-Disclosure	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0733	Notice of Proposed Administrative Adjustment of Child Support Account	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0734	Notice of Account Adjustment	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0735	Notice of Account Reinstatement	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0736	Objection of Administrative Adjustment of Child Support Account	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0749	Participant Responsibility to Protect Confidential Information	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0752	Child Support Debt Reduction Program Application	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0758	Affidavit of Non-Disclosure Cover Letter	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0759	Electronic Payment Exemption Request	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0761	Language Access Complaint Form	✓	Pending	Pending	Pending	Pending	Pending

Form #	Form Name	Spanish	Chinese (Simplified)	Chinese (Traditional)	Korean	Tagalog	Vietnamese
DCSS 0909	Voluntary Declaration of Parentage (VDOP)	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0915	California Voluntary Declaration of Parentage (VDOP) Recission	✓	Pending	Pending	Pending	Pending	Pending
DCSS 0918	Request for a Certified Copy of a Filed Voluntary Declaration of Parentage (VDOP)	✓	Pending	Pending	Pending	Pending	Pending
LCR 001	Request for Complaint Resolution	✓	Pending	Pending	Pending	Pending	Pending
SH 001	Request for State Hearing	✓	Pending	Pending	Pending	Pending	Pending