



CSSD Policy			
Subject:	CSSD Customer Service Standards: Internal and External	Number:	2013-9
Approval Date:		Pages:	
Approved by:	Benidia A. Rice	Revision	#1

I. **PURPOSE:** To ensure that the Child Support Services Division (CSSD) provides the highest level of customer service to each customer and/or entity that seeks assistance whether internal or external. This policy encourages uniform customer service procedures as well as increases accountability for CSSD employees who interact with a customer and/or entity in writing, in person, or by phone.

II. **AGENCY IMPACT:** This policy impacts all Sections and Units within CSSD.

III. **REFERENCES:** The Mayor’s Customer Service Standards.

IV. **DEFINITIONS:**

- A. Correspondence – Any written material transmitted to or from CSSD for a response or information including letters, memoranda, emails, and faxes.
- B. Irate Behavior – A person who uses tactics of screaming, bullying, or otherwise irrational conduct.
- C. Abusive Behavior – A person who uses harsh or insulting language and/or enters the physical space of another in a hostile manner.

V. **INQUIRIES:** Direct all inquiries to the First Response Unit (202) 724-8165; Office of Customer Service, (202) 442-9900; Mayor's Correspondence Unit (MCU) Point of Contact, (202) 724-1549; Language Access Coordinator at (202) 724-2131; or the Policy and Training Unit, (202) 724-2131.

VI. **POLICY:** CSSD understands that our external customers as well as internal staff deserve the highest level of service. To facilitate an overall positive experience, CSSD should treat both parties with respect and respond to matters timely and effectively. The customer service standards outlined in this policy focus on the most frequent type of customer service interactions and provide the standard to be implemented. Failure to adhere may result in the corrective or adverse action as prescribed in DPM Chapter 16, Table of Penalties.

CSSD Commonly-Asked Questions

QUESTIONS	ANSWERS
1. What is CSSD's phone number?	(202) 442-9900
2. What is CSSD's website address?	www.cssd.dc.gov
3. Who is the Director of the Agency?	The Director is Benidia A. Rice.
4. What is the nearest metro station to CSSD and what metro line?	Judiciary Square at East Side of 4 th St between D & E Streets on the red line.
5. What is CSSD's mailing address?	One Judiciary Square, 441 4 th St NW N550, Washington, DC, 20001
6. Do I need an appointment before visiting the CSSD office?	No. You may visit the office for inquiries to be serviced by our Face-to-Face Team in the Customer Service Unit.
7. What are the CSSD office hours?	Monday to Friday, 8:15 am to 4:45 pm, except District holidays
8. Who do I call about getting a job with CSSD or the DC government generally?	The Department of Human Resources (DCHR) at (202) 442-9700 or check career job openings at dchr.dc.gov/page/careers .
9. Who do I call to discuss employment-related concerns and/or changes in my case?	(202) 724-8572
10. Where do I mail child support payments?	The DC Child Support Clearinghouse, P.O. Box 37715, Washington, DC 20013-7715. Any additional questions may be referred to (202) 370-1470.
11. Who do I call for information on the FRESH Start Program?	The Office of the Attorney General, Child Support Services Division, Enforcement Unit at (202) 724-2316 or the First Response Unit, Customer Service Team at (202) 442-9900.
12. What is the child abuse and neglect reporting Hotline number?	(202) 671- SAFE (7233)
13. What number do I call about modifying my child support order amount?	The Family Court Operations Division at Moultrie Courthouse is located at 500 Indiana Avenue, NW, John Marshall Level, East Wing, JM 540, Washington, DC 20001; (202) 879-1212 on Monday- Friday, 8:30 am - 5:00 pm.
14. Where can I find legal assistance for understanding my child support case?	The Family Court Self-Help Center at the Moultrie Courthouse located at 500 Indiana Avenue, NW, JM-570, Washington, DC 20001; (202) 879-1471 on Monday - Friday, 8:30 am - 5:00 pm (No intakes accepted after 4:30 pm).