

October 23, 2010

PSI/Child Support Services of Colorado  
30 E. Pikes Peak Ave., Ste 203  
Colorado Springs, CO. 80903

Re: Case # 21-916020-007-A

Dear Ms. Balquin:

Thank you for conducting and explaining the administrative review process held on October 22, 2010 at 10:00AM. The letter I received notifying me of the administrative review was from Janel Xbull dated October 11, 2010. On a number of occasions I was told that Ms. Xbull no longer worked my case yet she sent the notice letter.

Attempts to discuss my case with Ms. Xbull were met with the same explanation that you gave me that she no longer worked for PSI. I inquired again about why Ms. Xbull's name was showing as my caseworker in the FSR and ACSES database. I asked who my caseworker was and you said that you didn't know who had been assigned to work Ms. Xbull's cases. I explained to Ms. Balquin that I had been told weeks ago of Ms. Xbull's exit from PSI employment yet she could not tell me who my new caseworker was.

You explained to me that your calculations for the administrative review only took into account the time after the arrears were adjudicated in the January 13, 2010 court order. You left the review and returned with the stamped court order from that hearing. I questioned you about the stamped order's validity and pointed out to you that a court order is not valid unless it is signed. You said stamped orders are recognized by CSE as legitimate and are used all the time. We did not argue the laws regarding valid court orders.

Specifically I requested from you information regarding the intake process, application process and enforcement policies and procedures. You told me to write my request down and that you would provide the requested information. Again you left the administrative review and returned with the CSE application package plus the Affidavit of Custody and Direct Support submitted for enforcement actions in my case. I did not request or accept the affidavit from you.

My request was in writing and presented to you with your signature of receipt. I was told by Ms. Balquin that she would get answers to the inquiry I was making and that she acknowledged receipt of. She did not have an answer to my question about when and by whom the inquiry would be completed.

Towards the end of the administrative review we discussed the reinstatement of my Driver's license again you said 3 voluntary payments towards the arrears would be necessary to get a DMV letter of compliance. I asked you about getting a release form for the lien on my property and you returned several minutes later with the AFFIDAVIT TO FORGIVE ARREARS that you explained would have to be voluntarily signed and notarized by the other party. I accepted the Affidavit and left the building.

Please expedite the delivery of the requested documents and most importantly the responses to my questions regarding CSE policies and procedures.

Sincerely,

Robert Wayne Johnson