

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



May 31, 2001

TC LETTER NO. 01-01

TO: CHILD SUPPORT TRAINING COORDINATORS





SUBJECT: REQUEST FOR PARTICIPATION: TRAINING MATERIALS INVENTORY

Congratulations on being named a child support training coordinator! Welcome to the new statewide child support training program team. A coordinator roster has been attached for your reference and use. This memorandum is to provide you with the information and direction you'll need to complete your first task as a coordinator.

As you may know, the Department of Child Support Services (DCSS) has been working with the Office of Child Support Enforcement and their vendor, Policy Studies, Inc. (PSI) to develop standard tools that child support organizations nationwide can use to manage their training programs. Representatives from DCSS and several counties have helped design a tool that will establish an inventory of the training materials currently available statewide. This tool has been automated for on-line use and will be available to access Monday, **June 4, 2001**. One of your first tasks as a training coordinator is to access the inventory via the Internet and complete it with information relative to your organization by **Monday, June 18, 2001**.

Accessing and Using the Website

The only way to provide the data required for the inventory is to access the website. The tool is now ready to accept data and may be accessed as follows:

-  Access the inventory at: <<<http://206.247.251.19/default.asp>>>
-  The Identification code is <<psi>>.
-  The password is <<California>>.
-  At the second ID, use your county or organization name and use a password of your choosing (make sure you can remember the password).

Please take the time to carefully read all the instructions and look over the entire tool prior to entering any responses. This will ensure your responses for each section are complete and accurate and will prevent any need for you to go back and correct entries. Respond to all the questions according to how you identify your agency (LCSA or non-LCSA).



DO YOUR PART TO HELP CALIFORNIA SAVE ENERGY
For energy saving tips, visit the DCSS website at
www.childsup.cahwnet.gov

The tool has been arranged into sections and columns. Be sure to read across the top of each section as well as down each of the columns. In each section, and where rows and columns meet, drop down menus will appear displaying all possible responses. Your responses will be limited to only the options provided in these drop-down menus because of the need to standardize responses. Select a response by clicking on the item with the mouse.

At the bottom of each page you will have the option of selecting one of three available buttons:

- ☛ <<Move to Next Topic>> Use this if you want to continue to the next page.
- ☛ <<Save & Exit Inventory>> Use this if you need to interrupt your responses, get further information, or have another person log on to answer the balance of the questions.
- ☛ <<Save & Return to Start>> Use this if you want to review your responses and/or correct an entry.

Remember to check all sections to ensure you have provided complete responses. After checking for completeness and accuracy of the information, you can click on the <<Submit>> button at the end. This will submit your information to the data base and complete your task.

Entering Course and Resource Information

There are two major sections in the inventory. The first will prompt you to insert the titles of your training courses and provide information about each of them.

The second section involves your resources - training facilities, training equipment, training materials and trainers. ***Your responses in this section will help us design training materials that you can use, so your accuracy is important.*** We know that all counties and agencies conduct some level of training (classroom, on-the-job, mentoring, computer based, etc.). While not all of you will have answers to all the resources questions, everyone should be able to answer some of the questions. If your agency lacks a particular resource cited in this section, skip to the next resource. Please be diligent about reviewing the entire section prior to submitting to ensure you don't inadvertently omit responses that are applicable to your organization.

Above all, please remember ***there are no right or wrong answers.*** Being thoughtful about your responses will facilitate our quest to build a high-quality and universally beneficial statewide training program.

Need Help??

If you have any technical questions such as accessing or moving around on the website or moving from one page to another, please contact Bruce Thompson at:
<<bthompson@policy-studies.com>>.

Child Support Training Coordinators

May 31, 2001

Page 3

If you have any questions about wording or the construction and meaning of the questions or responses, please contact Kim Krazynski, Manager, DCSS Training and Procedures Unit at: <<kim.krazynski@dcss.ca.gov>> or (916) 464-5174.

Again, we are requesting that you complete the data entry by **June 18, 2001**. Thank you for your assistance, and again, we welcome you and your associates to the new statewide child support training team!

Sincerely,

CURTIS HOWARD
Assistant Deputy Director
Child Support Services Division

cc: IV-D Directors