

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



August 8, 2001:

TC LETTER NO. 01-03:

TO: CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: REQUEST FOR PARTICIPATION IN THE TRAINING NEEDS ASSESSMENT

As you 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. As a part of this effort, representatives from DCSS and several counties have helped design two tools: one that will establish an inventory of the training materials currently available statewide, and another that will permit caseworkers and supervisors to conduct an assessment of training needs.

The on-line inventory tool has been completed and piloted. We wish to thank you for all your hard work in making the training inventory a success. The information you provided is now being aggregated by PSI, and should be available to us soon.

We are now ready to move forward to the second phase of this pilot project: the needs assessment for both caseworkers and supervisors. This memorandum is to provide you with preliminary information and direction you'll need to prepare for the pilot. The needs assessment has been automated for on-line use; we anticipate that the pilot will begin the week of **August 27, 2001**. Participants will have one week to complete the needs assessment. Our testing of the tool has indicated that completion times may vary considerably, but most staff will complete the tool within 1½ hours. As the pilot implementation date nears, you will receive more detailed information.

One of the objectives of the pilot is to ensure that we have a representative sampling of all caseworkers in California. To accomplish this, PSI has determined the specific number of caseworkers and supervisors from your county who should participate (see enclosure entitled "County Needs Assessment Pilot Participation"). However, you must ensure that all functional areas of the program are represented by selecting participants in each program area, i.e., paternity, locate, enforcement, establishment. The number of caseworker participants you identify for each program area should reflect the percentage of staff working



in that program area. Supervisor participants should also be selected across program areas, if possible. See the examples below.

Representative Sample Examples

County A has a total of 100 caseworkers. They are dispersed in each functional area as follows:

Locate	10	(10% of total caseworker staff)
Paternity	20	(20% of total caseworker staff)
Establishment	20	(20% of total caseworker staff)
Enforcement	30	(30% of total caseworker staff)
Interstate	20	(20% of total caseworker staff)

DCSS has advised the county to have 20 caseworkers participate in the needs assessment pilot. Participants should be selected from each of the functional areas as follows:

Locate	2	(10% of total participants)
Paternity	4	(20% of total participants)
Establishment	4	(20% of total participants)
Enforcement	6	(30% of total participants)
Interstate	4	(20% of total participants)

If possible, supervisor participants should be selected from a variety of program areas.

County B has a total of 38 caseworkers. These workers are assigned caseloads alphabetically, and handle all functional areas of the cases assigned to them. DCSS has requested that they have 5 caseworkers participate in the needs assessment pilot. Since all caseworkers handle all programmatic areas of their caseload, no distinction among program areas needs to be made. However, if caseworkers are separated into teams, the training coordinator may want to select participants equally from each of the teams. Again, supervisor participants should be selected from a variety of teams, if possible.

We recognize that it may be difficult for some counties to have one participant in each functional area, because the number of participants requested is too small. To address this situation, we will provide additional log-ons and passwords to each county, to allow you to “over sample”, i.e., have more than the requested number of participants, in those situations.

Administering the Needs Assessment Pilot

You will be provided user log-ons and passwords for the caseworkers and supervisors participating in your county. This is an anonymous assessment, so no participant names should be documented.

Child Support Training Coordinators

August 8, 2001

Page 3

It is critical that participants not share their log-ons and passwords with non-participants. We will no longer have a representational sampling if multiple staff access and complete the assessments. We ask that you emphasize this to the participants, and that you consider this when determining when and how the participants will complete the assessment.

More detailed information will be provided on administering the needs assessment as we approach the pilot date.

Need Help??

The members of the workgroup that developed this tool will be available during the pilot to respond to any questions or problems that the participants may have on the assessment. Specific contact information will be provided as the pilot draws near.

If you have any questions on determining a representative sample for your county, or on administering the needs assessment, please contact Julie Hopkins at 703-322-4910, or via e-mail at Julie.Hopkins@dcss.ca.gov.

Thank you for your assistance, and again, we thank you for facilitating our efforts to provide the best possible training to the child support staff in California.

Sincerely,

CURTIS HOWARD
Assistant Deputy Director
Child Support Services Division

Enclosure

c: IV-D Directors

County Needs Assessment Pilot Participation

County	Total Caseworker Participants	Total Supervisor Participants	Total County Participants
Alameda	13	2	15
Alpine	1	1	2
Amador	5	1	6
Butte	7	1	8
Calaveras	6	1	7
Colusa	3	1	4
Contra Costa	8	1	9
Del Norte	3	1	4
El Dorado	3	1	4
Fresno	12	2	14
Glenn	4	1	5
Humboldt	4	1	5
Imperial	3	1	4
Inyo	3	1	4
Kern	8	1	9
Kings	5	1	6
Lake	3	1	4
Lassen	5	1	6
Los Angeles	88	13	101
Madera	3	1	4
Marin	3	1	4
Mariposa	3	1	4
Mendocino	4	1	5
Merced	8	1	9
Modoc	4	1	5
Mono	2	1	3
Monterey	7	1	8
Napa	3	1	4
Nevada	3	1	4
Orange	39	6	45
Placer	5	1	6
Plumas	4	1	5
Riverside	16	3	19
Sacramento	10	2	12
San Benito	3	1	4
San Bernardino	20	3	23
San Diego	30	5	35

Child Support Training Coordinators

August 8, 2001

Page 5

County	Total Caseworker Participants	Total Supervisor Participants	Total County Participants
San Francisco	9	2	11
San Joaquin	8	2	10
San Luis Obispo	4	1	5
San Mateo	7	1	8
Santa Barbara	7	1	8
Santa Clara	4	1	5
Santa Cruz	4	1	5
Shasta	6	1	7
Sierra-Nevada	1	1	2
Siskiyou	3	1	4
Solano	6	1	7
Sonoma	7	1	8
Stanislaus	6	1	7
Sutter	5	1	6
Tehama	3	1	4
Trinity	4	1	5
Tulare	15	2	17
Tuolumne	3	1	4
Ventura	11	2	13
Yolo	5	1	6
Yuba	3	1	4
TOTALS	472	90	562