

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



AUGUST 16, 2001

TC LETTER NO. 01-04

TO: CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: UPDATE ON COMPLAINT RESOLUTION & STATE HEARING TRAINING

This memorandum is to provide you with an update on the status of the Complaint Resolution and State Hearing Regulation Training materials.

Pilot

Several weeks ago, we conducted a pilot test of the training materials for Lessons One, Two and Five. The response was overwhelming! Although the pilot was originally intended to include only three counties per lesson (in order to avoid over-burdening county staff with review responsibilities), many more counties participated. Because the effort on your behalf was so significant, we took time to closely review your comments and suggestions.

Coordinator Handbook

Now that the written materials have been finalized, your Handbooks are being revised and prepared for distribution. Binders filled with hard copies of the materials, as well as places to store your CD-ROMs and videos, are expected to be distributed by overnight mail no later than **Monday, August 20, 2001**. We will also be placing the documents on the Internet site and will distribute an e-mail to provide you with access instructions.

Lessons One, Two and Five

(General Overview, Complaint Review & Investigation, Complaint Resolution Tracking System)

A final review of Lessons One, Two and Five has been completed, including changes stimulated by your feedback. Staff are now working diligently to re-record the audio component of these lessons, after which CD-ROM copies of the lessons will be developed. We will send these CD-ROMs to you with use instructions in the Coordinator Handbooks on **Monday, August 20, 2001**.

Lessons Three and Four

(State Hearings, Administration)

Lessons Three and Four are scheduled for limited pilot testing August 21-22, 2001.

This will be a content review pilot rather than a systems pilot. Counties participating in



the pilot will receive copies of the presentation guides for these lessons and will be asked to review these documents for clarity. Once the pilot is completed, we will be able to assess the degree of changes necessary and the length of time that will be required to finalize the materials for distribution. When the materials are finalized, the distribution process will be similar to that used in the distribution of Lessons One, Two and Five. You will need to add the written materials to your Handbooks.

Video

Once all materials are finalized, a video-based representation of the PowerPoint show will be developed, reproduced and distributed. There is a pocket for you to store this video in the Complaint Resolution and State Hearing Regulation Training Coordinator Handbook.

Conference Calls

During the initial four-week implementation period, regional conference calls will be held to raise and clarify questions about the training materials. The conference calls will be held according to the following schedule:

- Week 1: Friday, September 7, 2001
- Week 2: Friday, September 14, 2001
- Week 3: Wednesday, September 19, 2001
- Week 4: Friday, September 28, 2001

<i>Regions</i>	<i>Time</i>
One and Two	9:00 am - 10:30 am
Three and Four	11:00 am - 12:30 am
Five and Six	1:30 pm - 3:00 pm

If you have any questions regarding this memorandum, please contact Kim Krazynski, Manager, Training and Procedures Unit at (916) 464-5174 or kim.krazynski@dcss.ca.gov.

Sincerely,

CURTIS HOWARD
Assistant Deputy Director
Child Support Services Division

c: IV-D Directors
Training Advisory Committee