

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



January 8, 2002

TC LETTER NO. 01-09

TO: CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: STRATEGIC TRAINING PLAN – GOALS, STRATEGIES AND ACTIVITIES

This letter is to inform you that the Training and Procedures Team (TPT) is initiating a project to develop a Strategic Training Plan for California's child support program. ***Because the outcomes of this project will have direct and immediate impact on the county training program, the local child support agencies have been identified as partners in this project.*** Project partners are responsible for participating fully in the development and analysis of information needed to develop the Strategic Training Plan and its implementation plan on schedule. As key representatives for your county, your full participation is critical for the success of this project.

The project management plan for this initiative was developed and approved in Phase I and is provided for your review and continued reference in Attachment I. As we progress through this project, your participation will be solicited at several key points:

- Phase II – Strategic Vision and Goals
- Phase III and IV – Requirements and Strategies
- Phase V and VI – Implementation and Final Review

Phase II – Strategic Vision and Goals.

The purpose of a Strategic Training Plan is to define how the training function will support the program's strategic goals and how it can participate in addressing organizational and strategic issues. We have nearly concluded Phase II and have prepared a document through Attachment II that highlights the goals and challenges of the child support program and defines the corresponding goals for training. ***Please review this document and provide feedback in the form of additions, deletions, augmentations and other comments and submit your feedback to us no later than close of business January 16, 2002.***



Phase III and IV – Methods and Resource Requirements, Organizational, Administrative and Management Strategies.

During this phase, we will:

- Identify existing state, local, public and private child support training delivery programs and resources currently used in and by California Child Support Agencies.
- Identify the workforce competencies required to attain the goals and address the challenges of the program and evaluate those against the child support workforce's existing set of capabilities.
- Define how we can best leverage available training resources to achieve our professional development objectives.
- Conduct research to define how existing child support staff are selected, trained and otherwise developed to perform their jobs. This will assist in the identification of strategic objectives and strategies for ensuring a link between all human resources functions.
- Assess the status of training facilities in each local child support agency.

At the conclusion of Phases III and IV, we will prepare and submit to you for review and comment an outcomes report. Again, you will be asked to review the report carefully and provide feedback in the form of additions, deletions, augmentations and other comments.

Phase V and VI – Implementation Strategies and Final Review.

Using information from previous phases, an implementation analysis will be conducted with consideration given to organizational structure and the roles and responsibilities of all partners and stakeholders in activating and operating in consideration of the Strategic Training Plan. You will be asked a final time to carefully review the results of this analysis and provide comprehensive feedback.

In acknowledgement of your already demanding schedules, we will provide as much time as possible for your review of the materials associated with this project. We have designed this project with several review and feedback layers to reduce the expanse of information you are asked to review at any one time. It is very important that, when you receive materials associated with this project, you make the time to provide feedback within requested time frames as we will be unable to move from one step to the next without your input.

The Strategic Training Plan will steer all of our training work for the coming years. This is our opportunity to guide our own futures. Participate with us in forging our path and making this program one of the best in the nation!

TC Letter: 01-09

January 8, 2002

Page 3

Again, please review the contents of Attachment II and provide your feedback to Kim Krazyński Manager, Training and Procedures Team at (916) 464-5174 or kim.krazynski@dcss.ca.gov. If you have any questions or concerns regarding the project, please contact Kim.

Sincerely,

SHAR SCHROEPFER, Chief
Policy Branch

Attachments

cc: IV-D Directors
Training Advisory Committee