

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



January 14, 2002

TC LETTER NO. 02-01

TO: CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: COMPLAINT RESOLUTION TRACKING SYSTEM ENHANCEMENTS

This memorandum is to advise you that, as a result of system enhancements, discrepancies now exist between the Lesson Five of the Complaint Resolution and State Hearing Regulation Training curriculum – Automated Tracking System and the current operating version of the Complaint Resolution Tracking System (CRTS).

The Department of Child Support Services (DCSS) Training Team is in the process of augmenting Lesson Five to reflect the enhanced system. We expect to have the revised lesson out by mid-February. In the interim, please continue to use the existing training, with the precept that system enhancements have been made so the “look and feel” of the system is not truly represented.

If you have any questions or concerns, please feel free to contact Tim Hughes of the DCSS Training Team at (916) 464-5516.

Sincerely,

SHAR SCHROEPFER, Chief  
Policy Branch

cc: IV-D Directors  
Training Advisory Committee  
Ombudspersons

