

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



August 8, 2003

TC LETTER: 03-09

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: ROLL-OUT OF CHILD SUPPORT PROGRAM ORIENTATION MASTER PACKAGE

I am please to transmit to Local Child Support Agencies the Child Support Program Orientation (CSPO) curriculum master package. This package contains training guide material, participant resource guide, videos, PowerPoint, exercises, handouts, and other materials required for the course. Curriculum instructions are also included.

We stand ready to provide any assistance you may require. The Department of Child Support Services has appointed Tara Goodman as CSPO Point of Contact. If you have any questions, please feel free to contact Tara at 916.464.5484, or Tara.Goodman@dcss.ca.gov

Sincerely,

SHAR SCHROEPFER, Chief
Policy Branch

Attachments

cc IV-D Directors
Training Advisory Committee



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

Child Support Orientation Program Curriculum Instructions

Training Mandate

The California Department of Child Support Services (DCSS) requires that Child Support Program Orientation (CSPO) training be delivered to all new staff within 3 months of appointment in the local child support agency (LCSA). This training is to be given to all new staff regardless of classification, level, or time-base.

Management /Supervisory Overview Recommended

The CSPO curriculum incorporates new regulations and policies, as well as newly standardize processes, procedures, forms, and acronyms. Therefore DCSS strongly recommends that a CSPO overview consisting of the Big Picture and Customer Service modules be presented to LCSA management and supervisory staff. Other modules may be included in the overview based on specific LCSA needs.

DCSS also recommends that the CSPO curriculum be presented to LCSA staff. Management should determine if the overview or the full curriculum is more appropriate, and if it should be offered to all staff, or only staff in certain functions or at certain levels.

Certification of Trainers to Deliver CSPO

Only DCSS certified CSPO trainers may deliver the CSPO curriculum. CSPO trainer certification levels are:

- **CSPO Facilitator**
CSPO facilitators are certified to deliver CSPO and are authorized to certify DCSS Certified Trainers to deliver CSPO.
- **CSPO Trainer**
Certified by a CSPO Facilitator to deliver the CSPO curriculum.

	Training completed	Authority
Certified CSPO Facilitator	80-hour comprehensive CSPO Training for Trainers	Deliver CSPO product and certify DCSS Certified Trainers to deliver CSPO product
Certified CSPO Trainer	Local/Regional CSPO Training for Trainers by CSPO Facilitator	Deliver CSPO product

CSPO Point of Contact, Tara Goodman, is available to provide assistance with any phase of the CSPO trainer certification process. She can be reached at (916) 464-5484 or tara.goodman@dcss.ca.gov.

State Direction and Assistance

DCSS has established a CSPO Point of Contact to provide direction and assistance with any facet of the CSPO curriculum including delivery. The CSPO Request for Training Assistance form is included in the master package in hard copy and on the CD. For assistance, please complete it and forward it by e-mail to Tara Goodman, CSPO Point of Contact, at tara.goodman@dcss.ca.gov.

Please notify the point of contact in advance of scheduled deliveries of CSPO to new staff. No notification is necessary for presentations of the overview.

Master Curriculum Materials

The following CSPO curriculum material in hard copy and on compact disc is included in the master curriculum package:

- Agendas
 - Answer keys
 - Art work and pictures
 - Certificate template
 - Compact disc labels
 - Course goal and objectives
 - CSPO Request for Training Assistance Form
 - Curtis Child introduction video
 - Exercises
 - Participant resource guide
 - MS PowerPoint presentation
 - Required Handouts
 - Trainer resource guide
 - “Securing the Future” video
- (Additional copies of the video may be ordered by contacting Lisa Billings at (916) 464-5509, or lisa.billings@dcss.ca.gov.)

Master materials are suitable for duplication. They may also be printed directly from the master CD, or downloaded from the Internet at <http://www.childsup.cahwnet.gov/program/training/catalog.htm>.

Because duplication and printing equipment may vary in output quality, care should be taken to assure that the appearance of the copies does not vary significantly from that of the masters.

Curriculum materials will be updated or revised as appropriate. Training coordinators should maintain a historical log of all revisions as they occur.

Augmenting Curriculum Materials

The content of the master curriculum is not to be changed or modified in any manner. Trainers may, however, augment the curriculum by adding materials that address business practices specific to the LCSA, if those practices are not in conflict with

statewide DCSS policy and procedures. Training coordinators should consult with CSPO Point of Contact, Tara Goodman, if they are unsure about what is appropriate for augmentation. Tara can be reached at (916) 464-5484 or tara.goodman@dcss.ca.gov.

Training coordinators should maintain a historical log of augmentations.

Participant Evaluation

Participant evaluations should be completed after each administration of the CSPO curriculum to new employees. Training coordinators should use the LCSA's standard training evaluation forms for this purpose.

Participant Certificates of Completion

A certificate of completion template in several formats is included on the CD in the master curriculum package. The training coordinator should issue a certificate of completion to participants who successfully complete the CSPO course. The standard for successful completion is 100 percent participation.

Training Coordinators should maintain records of participants who have completed CSPO.

CSPO Trainer Certificates

Certificates for trainers who successfully complete training to deliver the CSPO curriculum should be requested from the Point of Contact via e-mail. The standard for successful completion is 100 percent participation.

The following information should be included with the request:

- County
- Name and title of person to receive certification
- Date certified
- Sponsor (LCSA, Region, etc.)
- Name of CSPO instructor(s)
- Name of training coordinator
- Training coordinator's phone number and e-mail address

Feedback

DCSS welcomes your feedback on the CSPO curriculum. It should be sent to Tara Goodman, CSPO Point of Contact, at (916) 464-5484, or tara.goodman@dcss.ca.gov.