

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



June 04, 2004

TC LETTER: 04-06

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: COMPLAINT RESOLUTION AND STATE HEARING TRAINING  
EXAM PASS POINTS

The Department of Child Support Services' (DCSS) Statewide Training Section received an inquiry from a Local Child Support Agency (LCSA) regarding the Complaint Resolution and State Hearing (CRSH) Training Version 2.0 Exam Keys pass points. Upon reviewing the curriculum materials, DCSS determined that clarification of the pass points was needed. DCSS consulted with the Child Support Directors Association (CSDA) Training and Education Committee about this issue at their May 6, 2004 meeting. The consensus of those who attended the meeting was that the CRSH exam pass points were too low and should be raised to at least 70 percent, if not higher.

The DCSS and the CSDA Training and Education Committee jointly concluded that the exam pass points should be revised. The new pass point scores are 80 percent for Lesson One, which is open book, and 70 percent for Lessons Two, Three and Four. The newly revised Exam Keys will be sent to the LCSA Training Coordinators via a separate electronic mail, as these keys are not to be made available to participants.

TC Letter: 04-06

June 4, 2004

Page 2

If you have any questions regarding these revisions, please do not hesitate to contact either Tim Hughes at (916) 464-5516 or by e-mail at [tim.hughes@dcss.ca.gov](mailto:tim.hughes@dcss.ca.gov), or Kelly York at (916) 464-5513 or by e-mail at [kelly.york@dcss.ca.gov](mailto:kelly.york@dcss.ca.gov).

Sincerely,

BETH FIFE  
Chief  
Policy Branch

cc IV-D Directors  
Training Advisory Committee