CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES
P.O. Box 419064, Rancho Cordova, CA 95741-9064

August 19, 2004

TC LETTER: 04-07

TO: CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: CHILD SUPPORT PROGRAM ORIENTATION VERSION 3.1

The Department of Child Support Services (DCSS) is pleased to transmit to you Version 3.1 of the Child Support Program Orientation (CSPO) curriculum. The enclosed compact disc contains the complete curriculum package including trainer guide material, participant resource guide, PowerPoint slides, introductory video, exercises, mandatory handouts, curriculum instructions and a summary of the changes made in Version 3.1.

You may download the new Version 3.1 materials from our Child Support Training and Certification Program website's On-line Course Catalog webpage:

http://www.childsup.cahwnet.gov/program/training/cspo/

As the attached summary of changes indicates, we have made some substantive changes as well as some minor revisions to the CSPO curriculum. The substantive changes include modifications to the Review and Adjustment curriculum to coincide with CSS Letter 04-09 and content changes to the Quality Assurance and Program Improvement section of the Big Picture module. Please discard the previous Version 3.0 materials and replace them with those found in Version 3.1.

If you have any questions, please feel free to contact Tim Hughes, CSPO
Point-Of-Contact for the Statewide Training Section, at (916) 464-5516 or by email at
tim.hughes@dcss.ca.gov.

Sincerely,

BETH FIFE
Chief
Policy Branch

cc   IV-D Directors
        Training Advisory Committee

Attachment

Child Support Program Orientation Version 3.1
Summary of Changes

Participant Resource Guide Chapter 1 – **Big Picture**	
Role of the Federal Government ***CSPO v3.1, Page 6***	Corrected 3rd bullet from "Services" to "Service". Corrected 6th bullet from "State" to "states".
Table 1: Federal and State Performance Measures ***CSPO v3.1, Page 12***	Corrected to show only the current five State Performance Measures (see CSS Letter 04-01).
Performance Improvement Tools – Quality Assurance and Performance Improvement (QAPI) and Compliance ***CSPO v3.1, Pages 13-14***	Entire section replaced with new language.

Participant Resource Guide Chapter 5 – **Locate**	
Locating Assets ***CSPO v3.1, Page 47***	Corrected 3rd bullet, 3rd subbullet from "action" to "actions".

Participant Resource Guide Chapter 6 – **Establishment**	
Establishment Table of Contents – Paternity Opportunity Program ***CSPO v3.1, Pages 55 and 66***	Corrected the title from "Cancelling…" to "Canceling…".
Determining Legal Actions to Establish a Child Support Order ***CSPO v3.1, Page 59***	Corrected from "(see See Chapter 4:…" to "(See Chapter 4:…"
Notice of Registration of California Support Order (Governmental) ***CSPO v3.1, Page 84***	Updated FL-651 form.

Participant Resource Guide Chapter 7 – **Review and Adjustment**	
Federal and State Timeframes **CSPO v3.1, Pages 91**	Modified entire section based on regulations expiring on May 4, 2004 and CSS Letter 04-09.
Reasons For Review of a Child Support Order **CSPO v3.1, Pages 93**	Same reasons as listed previously.
Review of Information **CSPO v3.1, Page 93-94**	Same reasons as listed previously.
Results of the Review **CSPO v3.1, Page 94**	Same reasons as listed previously.
Interstate Cases **CSPO v3.1, Page 95**	Added new topic regarding Interstate criteria.

Participant Resource Guide Chapter 8 – **Enforcement**	
Extraordinary Enforcement Actions, IRS Full Collection Service **CSPO v3.1, Page 113**	Last sentence in the first paragraph changed "agents" to read "officers".

Participant Resource Guide Chapter 10 – **Financial Management**	
Table 3 : Payment Sources, Allocation Rules, and Date of Collection **CSPO v3.1, Page 155**	Earnings Withholding Order changed to read, "Income Withholding Order."

Participant Resource Guide Chapter 11 – **Case Closure**	
Notification Of Case Closure **CSPO v3.1, Page 177**	Corrected from "onpage 177, …" to "on page 177, …".

PowerPoint Presentations	
Case Flow MS PowerPoint Presentation ***CSPO v3.1***	Removed the first MS PowerPoint slide entitled, "Child Support Terminology", as it has its own MS PowerPoint presentation.
Child Support Terminology MS PowerPoint Presentation ***CSPO v3.1***	Corrected slide #7 to the new website address for the program glossary, "http://childsup.ca.gov/reference/glossary"
DCSS Internet MS PowerPoint Presentation ***CSPO v3.1***	Deleted erroneous extra slide # 3, "Tour of DCSS Intranet".
Mandatory Handouts	
Federal and State Timeframes ***CSPO v3.1, Mandatory Handout***	Modified entire handout, specifically the Review and Adjustment section, based on regulations expiring on May 4, 2004 and CSS Letter 04-09. Corrected 4th bullet in the Locate section as it was incomplete; not showing all of the intended text. Added the Establishment section back onto the handout. This section erroneously was left off the handout for Version 3.0.
Exercises	
Big Picture Exercise ***CSPO v3.1, Page 2***	Question 9 = capitalized **S**tate and **F**ederal, as well as added the words "case management" between the text *mandated* and *requirements*. Changes made to match the Participant Resource Guide.

Answer Keys	
Big Picture Answer Key *CSPO v3.1, Page 2*	Question 9 = capitalized **S**tate and **F**ederal, as well as added the words "case management" between the text *mandated* and *requirements*. Changes made to match the Participant Resource Guide. Question 10 = first part of answer, capitalized **M**andated **R**eporter. Changes made to match the Participant Resource Guide.