

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



January 28, 2005

TC LETTER: 05-01

**CHILD SUPPORT TRAINING COORDINATORS**

**SUBJECT: CALIFORNIA CHILD SUPPORT AUTOMATION SYSTEM VERSION ONE  
STATEWIDE SERVICES (CCSAS V1 SWS) TRAINING DEVELOPMENT  
BEGINS**

We are pleased to announce that the California Child Support Automation System Version One Statewide Services (CCSAS V1 SWS) training development efforts kicked off on January 3, 2005. The Department of Child Support Services (DCSS), Franchise Tax Board and Business Partner continue to collaborate with the Child Support Directors Association (CSDA) in the development and delivery approach of CCSAS V1 SWS training. Local Child Support Agency (LCSA) and Consortia Subject Matter Experts have been dedicated to work on-site with the project team in module development.

An integrated training approach is being designed whereby policy/procedure and consortia elements specific to ARS and CASES are referenced in the SWS system training modules. DCSS is working with the CSDA Business Process Analysis Committee to identify LCSA impacts of CCSAS V1 SWS that should be incorporated into SWS training. Steady progress is being made to develop the program's web-based training curricula consisting of user guides and simulations, which are designed to be delivered via classroom or desktop. The curricula and materials are being tested by the collaborative parties at various intervals within the development cycle, with final review and approval provided by the State.

Once completed, the training will include a classroom style regional Training for Trainers (T4T) approach. To prepare LCSA trainers for user training, eight T4Ts will be conducted at four regional training sites. To highlight the interaction between CASES/ARS and CCSAS V1 SWS the T4T sessions will be specific to ARS and CASES training needs. Assistance will be provided to State and LCSA system users needing technical support while using the web-based training.

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Training updates will be initiated as training-related issues are raised through use of Help Desk problem tickets, modifications to functionality, and training evaluations. The Department recognizes it will be necessary to update CCSAS V1 SWS training as needed, and will continue to do so until the last LCSA converts to CCSAS Version 2 Child Support Enforcement (CSE) in 2008.

This is a very exciting time as we launch this ground-breaking multi-agency collaborative effort in CCSAS training. We would like to thank the Directors and Consortias for providing the invaluable resources needed to achieve a superior, integrated V1 SWS training program.

The State is committed to keeping Training Coordinators informed regarding training efforts through the provision of frequent updates as we continue with development and delivery of CSAS V1 SWS training and move on to development and implementation of CCSAS Version 2 CSE. Upcoming TC letters will include specific information regarding the delivery of the T4T, training dates, audience identification, etc. If you have any questions, please contact Kelly York, Manager of the Curriculum Management and Program Support Unit, at (916) 464-5513 or by email at [kelly.york@dcss.ca.gov](mailto:kelly.york@dcss.ca.gov).

Sincerely,

VICTOR REA  
Acting Chief  
Policy Branch

cc IV-D Directors  
Training Advisory Committee