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

July 25, 2005

TC LETTER: 05-11

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: **STATEWIDE SERVICES (SWS) VERSION 1 / IMPLEMENTATION 1 TRAINING STRATEGY**

As you are aware, the CCSAS Version 1 Implementation 1 Training for Trainers is in progress. There is little time between now and when SWS goes live September 26, so many of you may have already begun planning out your approach to delivering training locally. Attached is a modified version of the SWS Version 1 Training Strategy Worksheet designed to help you as you prepare for the Implementation 1 training of your staff.

This Worksheet, which lists each of the Modules and Objectives delivered in the T4T along with the estimated timeframes related to the delivery of each objective, is a planning tool for training coordinators to identify and capture the information to assist in delivering the V1 I1 training in your agency.   You are welcome to modify this tool to meet your needs.

The shaded section titled *Preparations for Local Training Delivery* suggests several things to consider in your planning:

1. **Identify the LCSA Audience**
    It may not be necessary to train all staff. The varied assigned responsibilities may limit who needs to be trained in all of the objectives versus which objectives are pertinent for which users.

2. **Number of Users**
    It will be important to consider, in advance, the number of people in your agency that need to be trained and how the number of people your training area can accommodate.

3. **Method of Training Delivery (ILT, WBT, etc.)**
    The way we learn best varies from user to user so planning out how you will deliver your training will improve your chances of a successful session. As an example, Independent Learning Training (ILT) may work for those with very limited responsibilities where use of the SWS System will be necessary. This may still include the use of Web-based training (WBT).

4. **Identify Delivery Schedule for Each Module & Objective**

The timeframes provided in the Training Strategy Worksheet are based on the estimated time it took for trainers to deliver the T4T training and are to serve as a reference when estimating the length of time it may take you to deliver training to your staff.

5. **Trainer Assignment**
   Determine, based on training staff available, who will train which Objectives. Depending on staff size, it may be necessary to train multiple groups and divide training staff up to train more than one group at a time.

6. **Training & Logistical Needs**
   Consider other training and logistical needs such as whether your computer systems meet the minimum requirements and what training materials will be necessary for the trainers and trainees.

We hope this Training Strategy Worksheet is helpful. Should you have any questions, please contact Joyce Dowell, Manager of the Planning, Analysis & Program Administration Unit, Statewide Training Section, at (916) 464-2789 or by email at joyce.dowell@dcss.ca.gov.

Sincerely,

Original signed by

DEBRA SANCHEZ
Branch Chief
Policy Branch

Attachment

cc   IV-D Directors
        Training Advisory Committee
        Bill Otterbeck, CCSAS Change Management

CCSAS CSE

Objective Number	Description	Estimated Delivery Time (minutes based upon actual T4T delivery)	Business Partner Suggested Terms *(see page 7)	Preparations for Local Training Delivery						ARS/CASES Resources
				Identify the LCSA Audience	Number of Users	Method of Training Delivery (ILT, WBT, etc.)	Identify Delivery Schedule for Each Module & Objective	Trainer Assignment	Training & Logistical Needs	
Module 1: Introduction to SWS System Training										
1	Access and Navigate The SWS System Training Website	10	ALL							
2	Describe the SWS System Training User Guide	10	ALL							
3	Access the DCSS Child Support Program Glossary	5	ALL							
Module 2: The SWS System Overview										
1	Describe the Statewide Relationship Between The SWS System, ARS, CASES, and the SDU	10	ALL							
2	Describe the SWS System Interfaces and Batch Schedules	10	ALL							
3	Explain SWS System Access Rights	5	ALL							

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Module 3: The SWS System Navigation Overview										
1	Log In to the SWS System	5	ALL							
2	Log Out of the SWS System	5	ALL							
3	Change Password	5	ALL							
4	Navigate the SWS System	10	ALL							
5	Identify the SWS System Page Types and Uses	10	ALL							
6	Identify the SWS System Buttons and their Uses	10	ALL							
7	Describe the Enter and Update Functions in the SWS System	10	ALL							
8	Describe How to Print in the SWS System	5	ALL							
9	Contact the SWS Help Desk	5	ALL							

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Module 4: Overview of the SWS System Search Capability										
1	Demonstrate a Search	10	ALL							
2	Demonstrate an Advanced Search	5	ALL							
3	Demonstrate a Pull Back Search	5	ALL							
Module 5: Manage Participant/Case Information										
1	Search For and View Participant Information	15	ALL							
4	Search For and View Case Information	15	ALL							

SWS Version 1/Implementation 1
Training Strategy Worksheet

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Module 6: Logs & Action Transaction										
1	Describe the System Functions That Automatically Generate Activity Logs & Action Transactions; When This Occurs, and Where They Can Be Viewed	15	ALL							
2	View Activity Logs	15	ALL							
4	Manually Create a Case or Participant Activity Log Entry	15	DW, LCSAW, NW							
5	Updates a Manually-Created Activity Log Entry	15	DW, LCSAW, NW							
Module 8: Manage Employer Information										
1	Search For and View Employer Information	15	ALL							
Module 12: State Case Registry (SCR) and Federal Case Registry (FCR)										
1	View, Save, and Print the SCR Error Report	15	ALL							

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Module 13: Payment Information										
1	Explain Physical and Logical Collections	15	ALL							
2	Search For and View a Physical Collection	15	ALL							
3	Search For and View a Logical Collection	15	ALL							
4	View the County Allocation of a Collection	15	ALL							
5	View Current Balance Information for an Open IV-D Case	20	ALL							
7	View IV-D Case Transaction History	20	ALL							
Module 16: Manage Suspended Payments										
1	Search For and View Suspended Collections	15	ALL							

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Module 17: Payment Adjustments										
4	Process Refused Check Instructions as the Result of an Unfunded Collection	15	ALL							
Module 18: Payee Direct Deposit										
1	Search For and View a Participant's Direct Deposit Account	15	EDW, FS, FW							
2	Enter a Direct Deposit Account	20	EDW							
3	Terminate a Direct Deposit Account	20	EDW							
Module 22: The SWS System User and Agency Directory										
1	Search For and View User Information	20	ALL							
2	Search For and View Agency Office Information	20	ALL							

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*Business Partner (BP) Suggested Terms

A	Auditor	DSA	DCSS System Admin	NW	Non IV-D Worker
CW	Case Worker	DW	DCSS Worker	SSA	SDU System Admin
CCR	CCR Worker	EDW	Electronic Disbursement Worker	SW	SDU Worker
CSW	Collections Suspense Worker	FS	Financial Supervisor		
CPLS	CPLS Staff	FW	Financial Worker		
DAW	DCSS Accounting Worker	LSA	LCSA Worker		
DA	DCSS Admin	LCSAW	LCSA System Admin		
DDW	DCSS Data Worker	LW	Locate Worker		