

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



June 19, 2006

TC LETTER: 06-05

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: **CHILD SUPPORT PROGRAM ORIENTATION VERSION 4.0**

The Department of Child Support Services (DCSS) is pleased to release Version 4.0 of the Child Support Program Orientation (CSPO) curriculum. The complete Version 4.0 curriculum package, including the participant resource guide, the trainer guide, PowerPoint slides, exercises, mandatory handouts, and the completion certificate template with instructions, can be downloaded from the DCSS website at:

<http://www.childsup.ca.gov/program/training/cspo/>

If you have difficulty downloading the materials, please contact Jamie Carroll at (916) 464-5238 or by e-mail at Jamie.Carroll@dcss.ca.gov and a CD will be mailed to you. Because the current version of CSPO materials is a result of substantial content validation, prior versions of CSPO materials should no longer be used. Please see the attached document for a summary of the changes.

If you have any questions or concerns regarding the materials, please contact Joyce Dowell at (916) 464-2789.

Sincerely,

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DEBRA SANCHEZ
Branch Chief
Policy Branch

Attachment

cc: IV-D Directors
Training Advisory Committee

Child Support Program Orientation Version 4.0
Summary of Changes
Effective May 2006

Chapter 1 – Big Picture

- The Department of Child Support Services' (DCSS) chart on its organizational structure has been updated.
- The Strategic Plan has been updated to reflect the statewide program goals and objectives through federal FY 2009.
- Table 1: Federal and State Performance Measures has been updated to reflect the current state and federal measures.
- The Quality Assurance and Performance Improvement (QAPI) section has been updated to reflect the current process.
- The Compliance section has been expanded.
- The explanation of the State Disbursement Unit (SDU) has been expanded to include the operational changes that have already taken place and those that will occur in the near future.

Chapter 2 – Confidentiality

- Section 111420(b) has been updated to reflect the language in the California Code of Regulations.

Chapter 5 – Locate

- The flowchart showing how an LCSA sends and receives information from California Parent Locator Service (CPLS) sources has been updated.

Chapter 6 – Establishment

- Minor content changes occurred in this chapter.
- The Judicial Council forms have been updated to reflect the most current version available as of May 25, 2006.
- The Existing Order Flowchart has been updated.

Chapter 8 – Enforcement

- The Passport Denial section has been updated to reflect the legislative changes regarding the reduction of the threshold for passport denial from \$5000 to \$2500.
- The section entitled "FTB Child Support Collection Program" has been renamed to "DCSS Child Support Collection Program"
- The DCSS Child Support Collection Program section is updated to reflect the DCSS responsibilities with respect to collection activities.
- Under "Other Actions", the Private Collection Agencies section has been slightly expanded.
- Under "Other Actions", a Mistaken Identity section has been added.
- In the Bankruptcy section, information pertaining to bankruptcies filed on or after October 17, 2005 has been added.

- The National Medical Support Notice form was replaced with the current version as of May 25, 2006.
- The Order/Notice to Withhold Income for Child Support (Judicial Council form FL-196) was replaced with the current version as of May 25, 2006.

Chapter 10 – Financial Management

- Emergency Assistance – Foster Care was added to Table 1: Federal Aid Codes.
- Allocation of Payment and Date of Collection by Source has been revised.
- Table 3: Payment Sources, Allocation Rules, and Date of Collection has been changed to Table 3: Payment Sources and Allocation Rules.
- The Unreimbursed Assistance Pool section has been expanded.
- The Payment Processing Flowchart has been updated to show the SDU instead of the LCSA Automated System.

Chapter 11 – Case Closure

- Numbers 8 and 14 under Criteria for Closure have been expanded.

Chapter 12 – Customer Service

- There has been a slight reorganization of this chapter.
- “What is Customer Service?” has been expanded.
- “Who Are Our Customers?” has been expanded.
- “Who is Responsible for Customer Service?” has been expanded.
- Under “Professional Communications”, Verbal Authorization Guidelines has been added.
- Under “Professional Communications”, the section entitled *Telephone Tips* has been changed to *Telephone Tips and Techniques* and has been expanded.
- Practice Effective Listening has been revised.
- Managing Objections has been revised.
- A section on Attitude, Motivation, and Enthusiasm in Negotiations has been added.
- A section on Pre-Call Planning and Outgoing Calls has been added.
- Ending the Call has been moved to the end of the chapter and revised.

This list is not intended to be all-inclusive. Its purpose is to point out the major content revisions. In addition, this list does not include any punctuation or grammatical updates that were made.