

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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

Reason for this Transmittal

- State Law or Regulation Change  
 Federal Law or Regulation Change  
 Court Order or Settlement Change  
 Clarification requested by One or More Counties  
 Initiated by DCSS

October 22, 2001

CSS LETTER: 01-26

ALL IV-D DIRECTORS  
 ALL DISTRICT ATTORNEYS  
 ALL COUNTY ADMINISTRATIVE OFFICERS

SUBJECT: COMPLAINT RESOLUTION AND STATE HEARING REGULATION  
 TRAINING

In August 2001, the Department of Child Support Services (DCSS) initiated the statewide release of the Complaint Resolution and State Hearing Regulation (CRSHR) training. At the request of the counties, this letter is to confirm expectations and policy regarding this material.

**Training Requirements**

Family Code Section 17306 (b)(8) mandates the DCSS to “develop uniform training protocols, require periodic training of all child support staff and conduct training sessions as appropriate.” The CRSHR course contains five lessons. Training requirements are as follows:

- Lesson One, General Process Overview: Completion of this lesson is mandatory for all staff who have or will potentially have contact with the public and/or child support services customers.
- Lesson Two, Complaint Review and Investigation: Completion of this lesson is mandatory for all staff who are or will potentially be working directly with the complaint resolution and state hearing processes.
- Lesson Three, State Hearings: Completion of this lesson is mandatory for all staff who are or will potentially be working directly with the state hearing process.



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- Lesson Four, Administration: Completion of this lesson is mandatory for all staff who are or will potentially be involved in the administration of the local complaint resolution program, including oversight and records management, compliance reporting and other administrative functions.
- Lesson Five, Automated Tracking System: Completion of this lesson is mandatory for all staff who are or will potentially be authorized to use the Complaint Resolution Tracking System.

### **Course Examinations**

The training material includes mandatory course examinations.

- Lesson One includes an open-book examination. This lesson provides a general overview of the complaint resolution and state hearing processes. The purpose of the exam is to ensure staff are familiar with the learning aids and can use them effectively as references on the job as necessary.
- Lessons Two, Three and Four include closed-book examinations. DCSS is required to ensure child support personnel are properly trained to perform their jobs. These three lessons are designed for staff who will be working directly with customers and others to investigate, resolve and hear complaints and/or participate in the administrative functions associated with the program. There are several court cases that are now making it clear that it is no longer enough for an agency to say that it is providing training; the agency must be able to prove that the training provided is correct and that adequate measures of mastery of the subject matter can be documented. Consequently, it is critically important that these staff demonstrate their understanding of the training materials.
- Lesson Five does not include an examination. User knowledge will be demonstrated by successful use of the system.

All staff required to complete a particular lesson must achieve a passing score on any associated examination. If a passing score is not achieved, the individual must repeat the training and attempt successful completion of the examination until a passing score is achieved. DCSS strongly recommends that in remedial training actions alternative delivery modes be employed to ensure that learning styles incompatible with initial delivery methods are not preventing an individual's absorption of the information. ***Only this remedial action should be taken in the event of examination failure - no disciplinary action should be taken under any circumstances.***

**Integrity of the Material**

The material was created and produced by the DCSS and is not to be changed in any way by local staff. It is to be delivered as created, and only DCSS training staff have the authority to make changes, additions and/or augmentations to the curricula.

**Local Unions**

It is important for LCSA administrations to review local bargaining agreements and be mindful of the potential need to meet and confer with local union representatives regarding mandatory training materials. While DCSS is making every effort to include the administrations of the union organizations in the development and approval of its training materials, honoring local agreements are the responsibility of the LCSAs.

If you should have any questions regarding this direction, please contact Kim Krazynski, Manager, Training and Procedures Unit, at (916) 464-5174.

Sincerely,

SANDRA POOLE, Chief  
Policy Branch

CC: Training Coordinators  
Training Advisory Committee