

**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

April 25, 2002

CSS LETTER: 02-10

ALL IV-D DIRECTORS  
 ALL DISTRICT ATTORNEYS  
 ALL COUNTY ADMINISTRATIVE OFFICERS  
 ALL BOARDS OF SUPERVISORS

SUBJECT: CORE CURRICULUM DEVELOPMENT PROJECT STAFF REQUEST

**Background**

In 1999, the Bureau of State Audits published a report documenting a review of California's child support enforcement program. The report states that "one of the most significant problems with California's program is a lack of consistency in delivery of service from county to county" and goes on to comment about inadequate training for child support workers. Family Code Section 17306 (b)(8), now mandates DCSS to "develop uniform training protocols, require periodic training of all child support staff and conduct training sessions as appropriate". Since 1999, the Department of Child Support Services (DCSS) has been developing new policies and programs to improve and standardize the delivery of child support services in California. A key to success in this effort involves the consistent and comprehensive training of staff that provide services to the public. Casework and customer service professionals compose the majority of such staff.

County orientation courses and the Beginner Family Support Officer College (BFSOC) have provided an important vehicle for addressing basic core training to this group. While orientation courses are provided to all new child support staff in the counties, these courses are not currently standardized and lack continuity across the state relative to length and content. The BFSOC curriculum is consistently delivered relative to content, but is only provided twice each year to a maximum of 200 participants. Turnover and hiring in the casework and customer service areas exceeds that figure. Further, there has been no link between county provided orientations and the BFSOC.

As a result, the DCSS with assistance from the Child Support Director's Association

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[www.childsup.cahwnet.gov](http://www.childsup.cahwnet.gov)

(CSDA) is embarking on an exciting project to develop a standardized child support orientation and a new Child Support Specialist Training program that reflects the new direction of child support services in California. We believe this will ensure that staff are receiving the most beneficial, comprehensive and updated job training available.

The project will be accomplished through a phased process using curriculum design workgroups staffed by DCSS, local child support agency (LCSA) and CSDA representatives. It will essentially require the redesign of nine courses. The redesign and implementation of each module should be viewed as a separate venture requiring a workgroup composed of a certified trainer and subject matter experts (SME's) from the counties and DCSS who will lend expertise to the development of instructional materials.

### **Phases**

The department has prioritized the topics into the following three phases (starting with the highest priority).

- Phase one includes Child Support Services – The Big Picture, Establishment and Enforcement.
- Phase two incorporates Intake, Locate, and Case Management.
- The final phase addresses Financial Management, Customer Service & Outreach, and the development of an Orientation to Child Support Services.

Further, a Technical Review Committee will be established to provide support to the project through review of the curriculum designed by all nine workgroups to ensure consistency and flow and prevent duplication within components. The start dates for each of the three phases will be staggered. The first phase will begin in June; the second phase in July; and the third phase in August 2002. It is estimated that it will take each workgroup three to six months, at a minimum, to complete the development process and produce a final product.

### **Resources**

We recognize this is an ambitious, yet necessary project to ensure a quality, statewide training program in Child Support. We also acknowledge that we are asking counties to sacrifice a great number of staff resources and truly appreciate all of the LCSA efforts in assisting the Department in creating an outstanding statewide training product.

Compensation, housing, and travel costs for the county staff participating in this project should be funded through the county's share of the \$16 million dollars that was allocated for support of the DCSS training efforts.

### **Technical Review Committee**

Participation of the following Committee members will require approximately 20% of each individual's time for document review and consultative services, as well as occasional travel to DCSS.

- Two LCSA SMEs who have demonstrated expertise and outstanding performance in "cradle to grave" casework positions
- One representative from the CSDA Training Committee
- One representative from the California Child Support Automation System (CCSAS) Project Training Workgroup
- One SME from either DCSS or an LCSA who has demonstrated expertise and outstanding performance in customer service

### **Workgroup 1, Child Support Services-The Big Picture**

The following resources will be needed for the duration of the workgroup – approximately three-six months:

- One certified trainer to provide leadership for the workgroup and complete preparation of instructional materials. This individual should have completed Office of Child Support Enforcement (OCSE) or DCSS Training for Trainers Certification Program. This assignment will require temporary full-time assignment to DCSS in Sacramento.
- Three Training Coordinators (one each from large, medium and small counties) who will provide consultative services to the workgroup lead, possibly participate in the development of instructional materials and perform review and feedback functions. This role will require approximately 20% of each Coordinators time and may require occasional travel to DCSS.

### **Workgroups 2-9, Establishment, Enforcement, Intake, Locate, Case Management, Financial Management, Customer Service & Outreach, and Orientation to Child Support Services**

The following resources will be needed for the duration of each workgroup (eight workgroups total) - approximately three-six months:

- One certified trainer to provide leadership for the workgroup and complete preparation of instructional materials. This individual should have completed OCSE or DCSS Training for Trainers Certification Program. This assignment will require temporary full-time assignment to DCSS in Sacramento.
- Two or three SMEs who have demonstrated expertise and outstanding performance in the subject area and provide representation for small, medium, and large counties. These SMEs will provide consultative services to the workgroup lead, possibly participate in the development of instructional materials

and perform review and feedback functions. This role will require approximately 20% of each SME's time and may require occasional travel to DCSS.

- DCSS SMEs from the appropriate areas of policy, legal services and other program areas as required by the topic.
- One trainer who has taught the subject in the existing BFSOC and has received high evaluation scores from participants.

The Department is planning a project kick-off meeting on Wednesday, June 5, 2002 at DCSS, Sacramento. Attendance at this meeting will be required for all participants. The purpose of the meeting is to orientate all project staff to the project goals, discuss schedules, expectations, as well as roles and responsibilities. The group will also identify prerequisites to the new Child Support Specialist Training Program (formerly the BFSOC) and brainstorm all possible mechanisms to meet basic training requirements, (i.e. orientation, self paced computer-based training courses to be taken as prerequisites, etc).

Attached you will find a spreadsheet for your use in nominating individuals who fit the criteria noted above. We are looking for individuals who have demonstrated expertise and outstanding performance in their assignments/areas of expertise. Nominees should also have demonstrated professionalism, leadership, commitment to quality, enthusiasm for their work and a desire to participate in special assignments.

Please submit your completed nomination forms to Doreen Conley, Training and Procedures Unit, at [Doreen.Conley@dcss.ca.gov](mailto:Doreen.Conley@dcss.ca.gov) or fax to (916) 464-5057, no later than close of business Friday, May 3, 2002.

Once the Department has received all of the LCSA workgroup nominees, a special workgroup from the CSDA Training Committee will be convened to assist DCSS in the selection process. Candidates will be notified as soon as the selection process is complete.

If you should have any questions regarding the contents of this letter, please contact Shar Schroeffer, Chief of the Policy Branch, at (916) 464-5055.

Sincerely,

PATRIC B. ASHBY  
Deputy Director  
Child Support Services Division

Attachment

**California Department of Child Support Services**  
**Core Curriculum Development Project - Nomination Spreadsheet**  
**County \_\_\_\_\_ Director \_\_\_\_\_**

<b>Workgroup 1 - Orientation to Child Support</b>							
<b>Name</b>	<b>Contact Info</b>	<b>Length of Service</b>		<b>Training Experience</b>		<b>Child Support Expertise</b>	<b>OCSE Certified</b>
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

<b>Workgroup 2 - Establishment</b>							
<b>Name</b>	<b>Contact Info</b>	<b>Length of Service</b>		<b>Training Experience</b>		<b>Child Support Expertise</b>	<b>OCSE Certified</b>
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

<b>Workgroup 3 - Enforcement</b>							
<b>Name</b>	<b>Contact Info</b>	<b>Length of Service</b>		<b>Training Experience</b>		<b>Child Support Expertise</b>	<b>OCSE Certified</b>
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

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Workgroup 4 - Intake							
Name	Contact Info	Length of Service		Training Experience		Child Support Expertise	OCSE Certified
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

Workgroup 5 - Locate							
Name	Contact Info	Length of Service		Training Experience		Child Support Expertise	OCSE Certified
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

Workgroup 6 - Case Management							
Name	Contact Info	Length of Service		Training Experience		Child Support Expertise	OCSE Certified
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

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<b>Workgroup 7 - Financial Management</b>							
<b>Name</b>	<b>Contact Info</b>	<b>Length of Service</b>		<b>Training Experience</b>		<b>Child Support Expertise</b>	<b>OCSE Certified</b>
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

<b>Workgroup 8 - Customer Service &amp; Outreach</b>							
<b>Name</b>	<b>Contact Info</b>	<b>Length of Service</b>		<b>Training Experience</b>		<b>Child Support Expertise</b>	<b>OCSE Certified</b>
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		

<b>Workgroup 9 - Child Support Services/The Big Picture</b>							
<b>Name</b>	<b>Contact Info</b>	<b>Length of Service</b>		<b>Training Experience</b>		<b>Child Support Expertise</b>	<b>OCSE Certified</b>
		<i>Child Support</i>	<i>Staff Development</i>	<i>Child Support</i>	<i>Non-Child Support</i>		