

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



AUGUST 22, 2001

TC LETTER NO. 01-05

TO: CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: ADMINISTRATIVE INSTRUCTIONS FOR THE TRAINING NEEDS ASSESSMENT

As you were advised in TC Letter Number 01-03, the Department of Child Support Services has been working with the Office of Child Support Enforcement and their vendor, Policy Studies, Inc. (PSI) to develop standard tools that child support organizations nationwide can use to manage their training programs. We have developed two tools: one that will establish an inventory of training materials currently available statewide, and another that will permit caseworkers and supervisors to assess their training needs.

TC Letter Number 01-03 provided you with preliminary information and direction to prepare for the needs assessment pilot. This memorandum will provide specific information you will need to ensure that participants from your county will be able to successfully access and complete the on-line needs assessment. It will also provide the names and contact information for individuals who will assist you with any difficulties or questions you or the participants may have during the pilot.

**Pilot Dates**

Pilot of the caseworker and supervisor needs assessment tools will occur in two phases:

- The **caseworker needs assessment tool** will be available to pilot participants on Monday, **August 27, 2001**. Participants will have until Friday, **August 31, 2001** to complete the needs assessment.
- The **supervisor needs assessment tool** will be available to pilot participants on Monday, **September 3, 2001**. Participants will have until Friday, **September 7, 2001** to complete the assessment.



Participants may access the website at any time to review the introduction and instructions; however, they will not be able to enter the assessment until the pilot date. As training coordinator, it is your responsibility to ensure that the participants access the assessment via the Internet, and complete it during their respective pilot weeks.

### **Identifying Participants**

TC Letter Number 01-03 contained specific instructions for identifying the number and type of caseworkers and supervisors to participate in the needs assessment. PSI determined a specific number of caseworkers and supervisors from your county to participate. Given this number, you were to select participants within each program area to ensure that all functional areas of the program are proportionally represented. We are seeking a mix of both experienced and inexperienced participants, so time in a specific position or program area is irrelevant.

For additional information on identifying participants for the needs assessment, consult TC Letter Number 01-03, or contact Julie Hopkins at 703-322-4910, or via e-mail at [Julie.hopkins@dcss.ca.gov](mailto:Julie.hopkins@dcss.ca.gov).

### **Accessing the Website**

To successfully access the website, participants must have computers with Internet access and either Internet Explorer version 5x. or Netscape Navigator version 4x. The browser must be configured to allow JavaScript, which is typically the default configuration. If your county computers do not have these specifications, please contact Bruce Thompson at 303-291-5144 or via e-mail at [bthompson@policy-studies.com](mailto:bthompson@policy-studies.com).

Enclosed are distinct log-ons for each participant completing the assessment (see enclosure entitled "CA DCSS Needs Assessment Pilot: Participant Log-ons & Passwords"). For the convenience of the participants, the assigned log-on is also the password. For example, a Lassen County caseworker would enter CWLS01 in both the log-on and password fields. Please use only those log-ons designated for your county. It is critical that participants not share their log-ons with non-participants; we will not have a representative sampling if multiple staff access and complete the assessments. If you require additional log-ons, please contact Bruce Thompson at 303-291-5144 or via e-mail at [bthompson@policy-studies.com](mailto:bthompson@policy-studies.com).

- As you distribute the log-ons, please remind participants that this is an anonymous assessment; no participant names will be documented. Above all, participants should remember that **there are no right or wrong answers**. Being thoughtful about their responses will facilitate our quest to build a high-quality and universally beneficial statewide training program.

- Participants may access the assessment at the following web site: <http://www.cstic.org>. They then will click on the **Needs Assessment** button and choose either the caseworker or supervisor assessment link.
- Participants may also go directly to the assessment as follows:  
Caseworkers - <http://www.cstic.org/caneedassess/needs.htm>  
Supervisors - <http://www.cstic.org/supneedassess/needs.htm>
- Participants should read the introduction to the assessment, and then go to the instructions by clicking the **Instructions** button or the instructions link at the bottom of the page. *Please advise participants to take the time to carefully read all the instructions prior to entering the assessment.* This will ensure that responses for each section are complete and accurate, and will prevent the need for participants to go back to make corrections.

### Starting the Assessment

Once participants have reviewed and understand the instructions, they can begin the assessment by clicking the **Start Assessment** button at the top of the instructions page, or by following the link at the bottom of that same page. The **Start Assessment** button is also available from the assessment homepage.

Participants are first asked to enter the log-on and password you will supply from the attached list, as well as some additional information about their position and experience. Participants **must** complete this information. It is this information that determines what sections in the needs assessment the participant will complete. Clicking the **Save & Continue** button takes participants to a Table of Contents from which they will complete the remainder of the assessment.

### Navigating within the Website

The assessment has been arranged into sections related to specific program areas. The Table of Contents page shows three columns:

- **All Sections** – this column lists all of the sections in the assessment. Participants may access a section by clicking on the section name in this column.
- **Sections You Must Complete** – this column displays the sections that the participant must complete based on the job function information he or she supplied on the log-on page.
- **Completed Sections** – this column lists the sections the participant has actually completed.

To begin a section, participants must click the section link in the **All Sections** column of the Table of Contents. Each section consists of a series of questions with standardized responses (multiple choice, yes/no, etc). Participants will select a response by clicking on it with the mouse. Navigation from page to page within a section is achieved by clicking the **Save & Continue** button at the bottom of each page. *Once a section has been started, it must be completed or the participant will have to repeat it.*

Participants need not take the assessment in the order listed, although it may be the most logical way to proceed. They must complete each of the sections listed in the **Sections You Must Complete** column; many participants will not need to complete all sections of the needs assessment.

At the conclusion of each section there are three available buttons:

- **Save & Continue** – continue to the next page or section of the assessment.
- **Save & Quit** – if a participant has completed a section but needs to leave the assessment, this button will save the responses for that section and display a page indicating the participant has left the assessment. Information on using the assigned log-on and password to return to the survey will also be displayed. *Remember, if the participant exits the assessment prior to answering all questions within a section, no information is saved and the participant must complete the entire section again.*
- **Save & Return to TOC** – this button will save the participant's responses and then display the Table of Contents page so that another section of the assessment may be selected.

Please make participants aware that once they have completed the entire section and hit the **Saved and Continued** or **Saved and Quit** buttons their answers will not be displayed if they return to that section or page. However, their answers have been saved to the database.

### **Completing the Assessment**

There is no final "submit" button to finish the assessment. Participants should return to the Table of Contents page to determine whether they have completed the assessment. The assessment is complete when the list of sections in the **Sections You Must Complete** column matches those sections listed in the **Completed Sections** column.

**Need Help??**

Members of the workgroup that developed this tool will be available during the pilot to respond to any questions or problems that you or the participants may have on the assessment. Each workgroup member has been assigned to specific counties, per the table below.

<b>County</b>				<b>Workgroup Member Contact Information</b>
Butte Humboldt Modoc Sutter Yuba	Colusa Lake Plumas Tehama	Del Norte Lassen Shasta Trinity	Glenn Mendocino Siskiyou Yolo	<b>Peggy Randolph</b> <b>Shasta</b> <b>530-229-8143</b> <a href="mailto:Mrandolph@shasta.ca.us">Mrandolph@shasta.ca.us</a>
Alameda San Francisco Solano	Contra Costa San Mateo Sonoma	Marin Santa Clara	Napa Santa Cruz	<b>Suzanne Liddick</b> <b>Siskiyou</b> <b>530-841-2977</b> <a href="mailto:Sliddick@co.siskiyou.ca.us">Sliddick@co.siskiyou.ca.us</a>
Alpine Inyo Nevada	Amador Madera Placer	Calaveras Mariposa Sierra	El Dorado Mono Tuolumne	<b>Greg Milligan</b> <b>San Diego</b> <b>619-578-6689</b> <a href="mailto:Gmilli@sddcss.org">Gmilli@sddcss.org</a>
Fresno Sacramento Tulare	Kings San Benito	Merced San Joaquin	Monterey Stanislaus	<b>Cheryle Dreher</b> <b>Nevada</b> <b>530-271-5406</b> <a href="mailto:Chervle.dreher@co.nevada.ca.us">Chervle.dreher@co.nevada.ca.us</a>
Imperial  San Luis Obispo	Kern  Santa Barbara	Riverside  Ventura	San Bernardino	<b>Shirley Roberts</b> <b>Ventura</b> <b>805-654-3498</b> <a href="mailto:Shirley.Roberts@mail.co.ventura.ca.us">Shirley.Roberts@mail.co.ventura.ca.us</a>
Los Angeles	Orange	San Diego		<b>Linda Carswell</b> <b>Los Angeles</b> <b>323-832-7225</b> <a href="mailto:Linda_Carswell@da.co.la.ca.us">Linda_Carswell@da.co.la.ca.us</a>  <b>Lawrence Hill</b> <b>Los Angeles</b> <b>818-386-6043</b> <a href="mailto:lawrence_hill@childsupport.co.la.ca.us">lawrence_hill@childsupport.co.la.ca.us</a>  <b>Chris Ching</b> <b>San Diego</b> <b>619-578-6683</b> <a href="mailto:Cching@sddcss.org">Cching@sddcss.org</a>

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Please contact the workgroup member assigned to your county with any questions or comments you or the participants may have. They will either answer your question or, in the case of technical issues, provide an appropriate contact name and number. If you or the participant can not reach the workgroup member that has been assigned to your county, please feel free to contact one of the other workgroup members.

In addition, the workgroup members will make follow-up contacts with the training coordinators for those counties whose participants have not completed the caseworker needs assessment by Wednesday, August 28<sup>th</sup>, or the supervisor needs assessment by Thursday, September 6<sup>th</sup>. This is to ensure that all participants will complete the needs assessments by August 31<sup>st</sup> for the caseworkers and September 7<sup>th</sup> for the supervisors.

If you have any questions regarding this letter, or about the needs assessment in general, please contact Julie Hopkins at 703-322-4910, or via e-mail at [Julie.hopkins@dcss.ca.gov](mailto:Julie.hopkins@dcss.ca.gov).

Again, we are requesting that you ensure that all participants from your county complete ***the caseworker assessment by August 31, 2001***, and ***the supervisor assessment by September 7, 2001***. Thank you for your assistance; your efforts are truly making a difference as we work to provide the best possible training to child support staff in California.

Sincerely,

CURTIS HOWARD  
Assistant Deputy Director  
Child Support Services Division

c: IV-D Directors  
Training Advisory Committee