

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



May 9, 2019

CSSP LETTER: 19-03

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

SUBJECT: COMPLAINT RESOLUTION AND STATE HEARING (CRSH)
 REGULATION TRAINING

REFERENCE: SUPERSEDES CSS LETTER 01-26

PURPOSE: This letter provides policy to local child support agencies (LCSAs) regarding new Complaint Resolution & State Hearing (CRSH) training courses recently released by the Department of Child Support Services (DCSS) Statewide Training Branch.

POLICY: All LCSA staff who have or may have customer contact and involved in CRSH processes are required to take this training. The training was developed to replace CRSH training released by DCSS in August 2001.

BACKGROUND: Family Code (FC) Section 17306(b)(8) mandates that DCSS “develop uniform training protocols, require periodic training of all child support staff, and conduct training sessions as appropriate.”

ACTION: This training fulfills the FC Section 17306(b)(8) requirement by providing updated and uniform complaint resolution training appropriate for all LCSA staff with customer contact, based on their role. In addition, pursuant to Title 22 of the California Code of Regulations (CCR) Section 120100, LCSAs continue to be required to track and report all complaint information using DCSS’ Complaint Resolution Tracking System (CRTS) as described in the training.

Three CRSH training modules are available for self-study online through Child Support University (CSU). Applicable modules of the course must be completed by LCSA staff prior to any involvement in the complaint resolution and/or state hearing processes.

Reason for this Transmittal

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

Training requirements are as follows:

- **CSU Module One, Complaint Resolution Overview:** Completion of this lesson is mandatory for all staff who have contact with the public and/or customers receiving child support services. New staff must complete this module by the end of their first 30 days of employment.
- **CSU Module Two, Complaint Resolution Tracking System:** Completion of this lesson is mandatory for all staff who are authorized to use the CRTS.
- **CSU Module Three, State Hearing & Post Hearing Remedies:** Completion of this lesson is mandatory for all staff who are working directly with the state hearing process.

Training materials comply with statutory requirements and may not be modified. LCSAs may elect to conduct CRSH training using a variety of delivery methods to ensure successful completion of required training content. LCSA Training Coordinators may request that trainees provide a printed CSU completion certificate and/or they may generate the CSU report to verify all training requirements have been met for individuals in their respective counties.

RELEVANT MATERIAL: Procedures have been updated to reflect changes in the CRSH training requirements.

CONTACT: If you have any questions or concerns regarding this matter, please contact the Policy and Program Branch at (916) 464-5883.

Sincerely,

o/s

VICKIE K. CONTRERAS
Deputy Director
Child Support Services Division

cc: Training Coordinators