### ISU Trainings and Technical Support Help the Iowa DHS Meet Their Mission

The Child Support Recovery Unit (CSRU) within the Iowa DHS assists families to achieve and maintain economic self-sufficiency by establishing and enforcing child and medical support orders and by processing support payments. ISU’s partnership with the Iowa DHS, trains state-level CSRU workers about state and federal regulations as they work to:

- Locate non-custodial parents and their sources of income
- Establish paternity
- Establish, modify, suspend and reinstate support orders
- Register other states’ orders for enforcement or modification
- Enforce child and medical support orders
- Answer customers’ questions and concerns
- Receive and disburse child and medical support payments

### Services Provided

#### Technical Writers and Trainers

- Create new trainings, update existing trainings, update manuals, complete research and interpret federal and state rules
- Train through self-instructional materials, webinars and in-person training
- Prepare outreach materials regarding child support laws and resources

#### Legal Writers

- Update Attorney Guidebook
- Complete research projects for the Iowa Attorney General’s office

#### Researchers

Analyze data, research specific subject matter, facilitate curriculum, and conduct studies related to the following projects:

- Parenting: It’s A Life
- Child Support Field Staff
- Mapping the Future of Paternity Establishment (includes model evaluation)

### Who We Train

- CSRU has 22 field offices with over 400 field staff responsible for establishing and enforcing child support and 40 field attorneys who work child support cases

### Our Impact on Iowa Families in FY 2014

- 179,481 child support and medical support cases were covered by CSRU field staff
- Total collections equaled $332.4 million; families were able to provide basic needs to their children with these dollars

### Project Opportunities

- Obtain training in the financial responsibilities of parents
- Research paternity establishment and outreach data
- Research income withholding order data

### Funding

- FY 2015 $1.38 million direct costs