

AGENDA

Child Support Training Partnership (CSTP) Conference Call

May 4, 2017

10:00 – 11:00 a.m. Central Time

- Hosted by:** Iowa State University's [Child Welfare Research and Training Project](#) (CW RTP)
- Invitees:** CSTP Distribution List
- Please read:** The following agenda and any related materials, as well as the **instructions for joining the meeting** (three options are available)
- Please bring:** Questions and comments regarding the agenda items (snacks as needed!)
- To join by PC or mobile device** Click <https://iastate.zoom.us/j/7492368908>, or go to <https://iastate.zoom.us/join> and enter the following meeting ID: 956-464-380.
- OR-**
- To join by phone** Dial 1-866-685-1580. When prompted, enter the following passcode: 309 1465 034.
- Accompanying Materials** Accessible on the [CSTP Online Forum](#) or as attachments sent with invite reminder

We recommend joining either by PC/mobile device OR by phone, but not both, because it can lead to feedback issues on the call. Please see the accompanying document for more details on how to join the meeting using one of these methods.

5-10 min.

Roll Call and Recap

- Welcome and introductions: What is your favorite birthday treat?
- Review topics discussed during the February 16 meeting: Kirsten Thompson (Michigan) provided an overview of her state's child support training program, including its new "four pillars" strategy; Martha Stewart (Iowa) discussed the customer service newsletter published by ISU-CSRU; and Abby Stanek (Iowa) presented various tools that can be used to create an online newsletter.
- The complete minutes from last quarter's meeting are available at the [online forum](#) and a recording of the meeting is available at the [CW RTP website](#).

10-15 min.

Spotlight Organization: Virginia

- Training Manager Kimberly Jones will share information about Virginia's Division of Child Support Enforcement.
 - Would you like to be the spotlight organization at the next meeting? Please contact [Paula Burns](#).
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10-15 min.

Minnesota Family Support and Recovery Council

- James Demgen of the [Minnesota Family Support and Recovery Council](#) board of directors will present information on the MFSRC's mission, fall training conference, and other services.
- Does your state have a similar association or host an annual conference for child support staff? Would you be interested in sharing this information with the partnership?

5-10 min.

Phone Collections Training

- Policy and Resources Administrator for Arizona's Division of Child Support Services Yvette Asche-Liffick will discuss the success of a phone collections training developed with assistance from Texas.
- Does your organization have any unique trainings that you've successfully developed and implemented with or without the assistance of a partner program?

5-10 min.

Questions/Comments

- What topics would you like to discuss at our next CSTP meeting?
- What fun summer-time traditions do you have?

If you'd like to add an item to the agenda, please email [Paula Burns](#).

Visit the [CSTP](#) online forum.