

Chat Transcript from Child Support Training Partnership (CSTP) Conference Call on Tuesday, August 16, 2016

Editor's Note: These comments were submitted through the chat feature on the conference call. More dialogue occurred that can be viewed within the recording that is also available on the [Child Welfare Research and Training Project](#) website.

Names have been removed, and attendees are identified by state. Extraneous comments about audio/video issues have been removed. Some spelling errors have been corrected, and some words may have been added for clarification purposes.

Pre-Meeting Comments

- 09:53:20 Minnesota: Hello.
- 09:53:47 Iowa: Hello! Let us know if you need any assistance!
- 09:54:38 Minnesota: I am in Minnesota.
- 09:54:47 Minnesota: I am attending for my supervisor.
- 09:59:52 Iowa: Hi, this is Iowa, from ISU. If anyone needs assistance during the call, just type us a message. Thanks!

Introductions

- 10:04:35 Minnesota: I am a trainer with the child support division within the Minnesota Department of Human Services.
- 10:06:45 Nebraska: I am from Nebraska, and I am the only trainer here in Nebraska at DHHS.
- 10:08:40 Nevada: No formal training in NV.

Do you have a contract with a private company (e.g., YoungWilliams) to provide any services or training?

- 10:23:38 Nebraska: We partner with Young Williams. We have a contract with them for our call center and our large office in Omaha. They provide training for the call center and Omaha.

Does your state currently have its own child support association?

- 10:24:56 Nebraska: Nebraska does. We will be holding our annual training conference in Sept.
- 10:25:06 Nebraska: Yes.
- 10:25:08 Minnesota: Minnesota has a state association.
- 10:25:31 Nebraska: We are holding our annual conference at the end of Sept. It is 3 days.

- 10:25:34 Michigan: Yes, the Michigan Family Support Council. Annual training conference coming up in October
- 10:25:37 Minnesota: Yes, the group is made up of representatives from the state and counties.
- 10:25:47 Minnesota: They hold a fall conference every year in October.
- 10:26:10 Minnesota: Enlist help in delivering sessions from county partners, outside speakers, and state staff also deliver sessions.
- 10:26:38 Michigan: Same for MI.
- 10:27:08 Michigan: MI also has regional Spring conferences.
- 10:27:42 Rhode Island: RI has an annual child support state conference.

What would you hope to gain from a potential new partnership?

- 10:32:43 Idaho: I would love to see more ideas on performance measures as well!
- 10:34:12 Minnesota: We have evaluations for every course we train. I wouldn't call them rigorous. We are in the process of holding some focus groups with new and experienced workers in an effort to gauge whether our training is effective, if there are gaps in what we cover, etc.
- 10:35:37 Idaho: We also perform QA on ten different areas on our new case managers once they leave training at 100%. This allows us to see any trends or mistakes they may be making, which we can evaluate into our training.
- 10:35:50 Michigan: Customer service training – ideas for outside vendors.
- 10:37:42 Idaho: Customer service standards is HUGE!
- 10:37:47 Idaho: Would love more ideas on that.
- 10:38:36 Michigan: All the Child Support horror stories I hear can be distilled down to customer service!
- 10:38:40 Delaware: Ideas for train the trainer needed. OCSE 's training of Child Support Enforcement Trainers manual is outdated (2001).
- 10:38:53 Rhode Island: Create a list of experts in different performance areas and specialties and enable (fund) the speaker to travel and train or develop a webinar.
- 10:39:43 Michigan: Link to that manual?
- 10:40:03 Minnesota: In the report I think I saw the term "continuing education." I like that, as it's a segment that is often overlooked

Would you be interested in any of the following: an email distribution list, a discussion board, the sharing of best practices, a regional or national conference, etc.?

- 10:42:32 Michigan: Google group?
- 10:42:59 Idaho: Any type of group/discussion board would be great.
- 10:43:20 Michigan: Not me, but my boss is.
- 10:43:22 Kansas: Yes.
- 10:43:25 Delaware: The actual OCSE TtT manual is hard copy. The link to the summary is:
<http://www.acf.hhs.gov/css/resource/training-of-child-support-enforcement-trainers-course>

What are the biggest challenges you face in training child support staff?

- 10:44:35 Kansas: Lack of staff.
- 10:44:39 Kansas: To help with training.
- 10:44:52 Michigan: So many training needs; not enough staff.
- 10:45:02 Michigan: How to prioritize?
- 10:45:08 Nebraska: Yes. Lack of staff.
- 10:45:22 Iowa: Accurately evaluating retention.
- 10:45:24 Idaho: Organization of material is something I have been tackling since I came here.
- 10:45:46 Arizona: Curriculum development.
- 10:46:21 Minnesota: Finding time to do it all. What's a priority? The status quo of going from class to class to class vs. taking time to update /refresh materials and delivery methods.
- 10:46:34 Delaware: Supervisors not realizing/embracing that they play a critical role in developing their staff.
- 10:47:12 Nebraska: Nebraska is very fortunate to have support from supervisors. They play a major role in helping to train their staff.
- 10:47:23 Michigan: Wow, glad I'm not alone!
- 10:48:26 Idaho: I would like to know the length others conduct training for
- 10:49:49 Michigan: Our basic classes are broken up by audience.
- 10:49:58 Michigan: All - Intro class – 3 days

10:50:04 Michigan: PA – 1 day class
10:50:10 Michigan: Financials – 2 days
10:50:15 Michigan: ENF – 2 days
10:50:36 Michigan: There are more, but those are the basics.
10:51:31 Idaho: Thank you for doing this!
10:51:46 Michigan: Yes, thank you for kicking this off! Much needed!

If the CSTP were to host a national or international conference, where should it be held?

10:52:21 Kansas: Hawaii.
10:52:23 Iowa: New Zealand.
10:52:24 Idaho: Hawaii!
10:52:24 Nebraska: Virgin Islands.
10:52:24 Kansas: Ha ha.
10:52:28 Rhode Island: We enjoyed this call! Looking forward to more.
10:52:30 Rhode Island: Hawaii.
10:52:34 Virginia: At the beach in the summer.
10:52:40 Idaho: Somewhere warm.
10:52:48 Michigan: I've always wanted to visit Seattle.
10:53:05 Michigan: Actually, Iowa is 5 hours for me. Not too bad.
10:53:16 Iowa: Seattle is beautiful.

Closing Thoughts

10:53:20 Virginia: A google group would be a great idea.
10:53:58 Michigan: Thank you!