

CSTP Conference Call

August 16, 2016
10:00-11:00 a.m. CST
Online

Meeting called by: Child Support Training Partnership (CSTP)
Facilitator: Child Welfare Research & Training Project (CWRTP) – Iowa State University (ISU)
Attendees: Child support trainers from across the United States (see below for names/states)

Minutes

Agenda item: Introductions **Presenter:** Paula Burns

Discussion:

Members of the CWRTP and meeting attendees took turns introducing themselves. Paula Burns, a trainer from Iowa, provided background information about the CWRTP and the motivation for creating a child support training partnership. The purpose of the partnership would be to share knowledge, resources, and best practices and to promote opportunities for networking and collaborating with fellow trainers. Following introductions, Paula reviewed the results of the CSTP survey that was conducted earlier this summer. A copy of the [report](#) can be found on the CWRTP website.

Agenda item: Different Training Partnerships **Presenter:** Paula Burns

Discussion:

Paula asked attendees to describe their programs in greater detail. Specifically, the group heard from Arizona, Ohio*, Rhode Island, Kansas, Michigan, and Nebraska.

According to Yvette Asche-Liffick, the Arizona Division of Child Support Services develops most of its training in house. However, the state has some outside sources that provide leadership but not case management courses. Arizona is currently in the process of developing an enforcement university academy and is working with its call center to develop a similar academy for new employees.

Valerie Fletcher, a training supervisor from Ohio, explained that her state also produces the majority of its training in house; it is delivered by designated child support trainers in four different regions of the state.

Sharon Santilli, the IV-D director from Rhode Island, spoke about the Office of Child Support Services' contract with the University of Rhode Island (URI), which provides continuous improvement (Lean) training.

Amy Burgoon explained that child support services in Kansas are privatized. The state has a Child Support Services Administration and four full-service vendors that handle all child support services in the field. The administration develops and oversees most training materials, which are delivered by trainers from the four private contractors. The state provides new employee and ongoing training as well as topic-specific training through webinars, face-to-face meetings, and a semi-annual conference.

The Michigan Office of Child Support develops all of its training in house. However, it does work with contractors on the Child Support Enforcement System Maintenance contract. Training focuses on policy, system updates, and legislative changes.

Nebraska contracts with YoungWilliams to provide training for workers in its call center and large office in Omaha.

Several states, including Ohio, Michigan, Nebraska, and Minnesota, also have their own state associations. In Minnesota, the organization is made up of representatives from both the state and counties. It holds a conference every October and enlists help from county partners, outside speakers, and state staff to deliver sessions. In Michigan, the Family Support

Council holds an annual training conference in October with regional conferences in the spring. Rhode Island also holds an annual state conference for child support workers.

Agenda item: A Potential New Partnership

Presenter: Martha Stewart

Discussion:

Martha Stewart, a trainer from Iowa, inquired about the group’s interest in creating a child support training partnership. She stressed the value of sharing information on the mechanics of training, best practices, success stories, etc. She asked group members what pressing concerns they have that could be presented to a larger group of peers for feedback.

Charley Barlow, a training specialist with Idaho Child Support Services, agreed that sharing information, especially about best practices, computer programs or applications, and topic-specific materials (e.g., how to keep people engaged), would be beneficial.

Evaluation was a common topic among attendees. Kirsten Thompson, a training manager for the state of Michigan, would like information about how to increase performance and ensure training is effective. Mary VanNevel, a Minnesota child support trainer, indicated that she and her colleagues are currently in the process of holding focus groups with new and experienced workers in effort to gauge the effectiveness of their training and to discover gaps in coverage. Idaho performs quality assurance (QA) in ten different areas for new case managers who have completed 100 percent of training. This allows them to see any trends or mistakes workers might be making and then adjust their training accordingly. Rhode Island has been working with URI professors to create charts that demonstrate how performance measures are being met by workers within a specific specialty (e.g., enforcement) so that unit leaders can see what workers are doing to improve performance.

Other topics mentioned were customer service training (including ideas for outside vendors); suggestions for train the trainer or continuing education; a list of experts in different performance areas or specialties who would be willing to travel and train or develop a webinar; methods for keeping up to date on continuous training for community-based partners and customers; and how to meet the training needs of “seasoned” vs. new workers (Boomers/Gen Xers vs. Millennials).

Conclusions:

Martha ended the conversation by asking group members how they would like to “formalize” the partnership: an email distribution list, a discussion board, a regional or national conference. Two initial forms of communication were proposed by the group: a Google group or a discussion board. The consensus was that sharing information would be beneficial to child support trainers from around the country.

Action items	Person responsible	Deadline
✓ Research Google Groups	Paula Burns	ASAP
✓ Maintain contact	Everyone	ongoing
✓ Network at 2016 WICSEC	Grant Nason and other attendees	Oct. 2-6

Agenda item: Training Challenges

Presenter: Paula Burns

Discussion:

The final part of the meeting was spent discussing the challenges faced by child support trainers today. The following topics were mentioned: lack of staff; lack of access to open-source (free) tools; knowing how to prioritize; accurately evaluating retention; organization of materials; curriculum development; finding time to do it all; maintaining the status quo of moving from one class to the next vs. taking time to update/refresh materials and delivery methods; supervisors not realizing/embracing their critical role in staff development; working with different counties who have different internal procedures yet maintaining some consistency.

Conclusions:

Group members realized that we share many of the same challenges and would benefit from opportunities to ask questions, share information and resources, and network.

Action items	Person responsible	Deadline
✓ Update contact list	Paula Burns	ASAP
✓ Schedule a follow-up call perhaps on one of these topics	Paula Burns	TBD

Agenda item: Questions/Comments **Presenter:** Paula Burns

Discussion:

The meeting ended with a quick poll to find out where attendees would like to hold the first annual CSTP conference!

Action items	Person responsible	Deadline
✓ Post video recording/minutes	Paula Burns	09/07/16
✓ Email attendees and other survey respondents with link	Paula Burns	09/07/16

Other Information

Attendees:

State/Territory/Tribe	Name
Arizona	Yvette Asche-Liffick, Paul Bushnell
Delaware	Gwen Anderson
Idaho	Charley Barlow
Iowa	Kate Goudy-Haht, Grant Nason, Ginger Monroe, Abby Stanek, Martha Stewart, Paula Burns
Kansas	Amy Burgoon
Michigan	Kirsten Thompson
Minnesota	Mary VanNevel
Nebraska	Sandra Wiler
Nevada	Cathy Kaplan
Ohio*	Valerie Fletcher
Janet Henry	Oregon
Rhode Island	Sharon Santilli, Susan Cardillo, Louis Ricci, and Richard Mulcahey
Utah	LeAnn Wilber
Virginia	Kelly Goscinski (sitting in for Kimberly Jones)

*Ohio was not able to sit in on the call, but Valerie Fletcher, training supervisor for the Office of Child Support, provided written answers to the questions posed during the meeting. Those comments have been included in the minutes as well.

If your name and state are not listed here, you may have joined the meeting after introductions. Feel free to email [Paula Burns](mailto:Paula.Burns) to adjust the minutes accordingly.

A transcript of the chat that took place online during the meeting is also available at the CWRTP website.