

# Child Support Training Partnership (CSTP) Survey Report

Data collected from April 28, 2016 through August 9, 2016

Members of the Child Welfare Research and Training Project, with Iowa State University, are interested in learning from other Child Support trainers around the United States. As a result, a brief, online survey was constructed and email invitations were sent to 102 CS training representatives from 43 states and territories, and 61 tribal groups.

Knowing that filling out a survey isn't usually at the top of anyone's to-do list, we were very pleased with 54 completed surveys, representing a response rate of 52.9% – just past the halfway mark! The respondents are listed in the table below.

Respondent = State, tribe, or territory training-group representative who completed the survey

CS = Child Support

## SECTION 1: Survey Overview

### Survey Respondents

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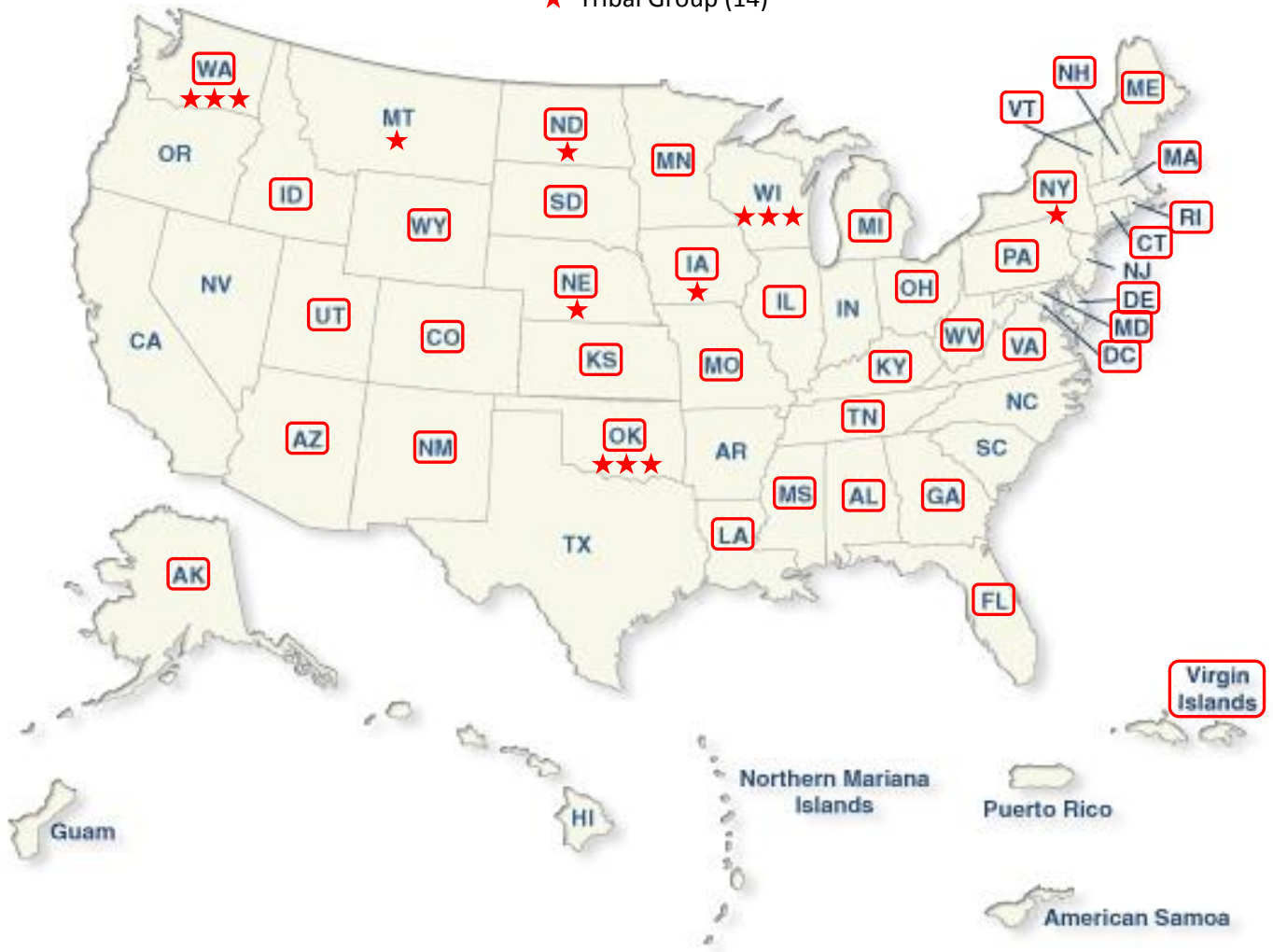
1. Alabama	20. Michigan	39. Rhode Island
2. Alaska	21. Minnesota	40. South Dakota
3. Arizona	22. Mississippi	41. Tennessee
4. Colorado	23. Missouri	42. Utah
5. Connecticut	24. Montana – Chippewa Cree Tribe	43. Vermont
6. Delaware	25. Nebraska	44. Virgin Islands
7. District of Columbia	26. Nebraska – Winnebago Tribe	45. Virginia
8. Florida	27. New Hampshire	46. Washington
9. Georgia	28. New Mexico	47. Washington – Confederated Tribes of the Colville Reservation
10. Idaho	29. New York	48. Washington – Lummi
11. Illinois	30. New York – St. Regis Mohawk Tribe	49. Washington – Suquamish Tribe
12. Iowa	31. North Dakota	50. West Virginia
13. Iowa – Sac & Fox Tribe	32. North Dakota – 3 affiliated tribes	51. Wisconsin – Forest County Potawatomi Community
14. Kansas	33. Ohio	52. Wisconsin – Ho-Chunk Nation
15. Kentucky	34. Oklahoma	53. Wisconsin – Lac du Flambeau Band of Lake Superior Chippewa
16. Louisiana	35. Oklahoma – Chickasaw Nation	54. Wyoming
17. Maine	36. Oklahoma – Delaware Tribe	
18. Maryland	37. Oklahoma – Osage Nation	
19. Massachusetts	38. Pennsylvania	

In addition to the above respondents, some people logged into the survey and entered only their identity. These individuals may have had technical difficulties with the survey or simply weren't interested, but these groups were also identified in the data:

- California – Yurok Tribe
- Kansas – Kickapoo Tribe
- Maine – Penobscot Nation
- North Carolina
- Oklahoma – Modoc Tribe
- Oklahoma – Muscogee (Creek) Nation
- Oregon
- Puerto Rico
- Washington – Nooksack Tribe

## Survey Respondents

- State/Territory (40)
- ★ Tribal Group (14)

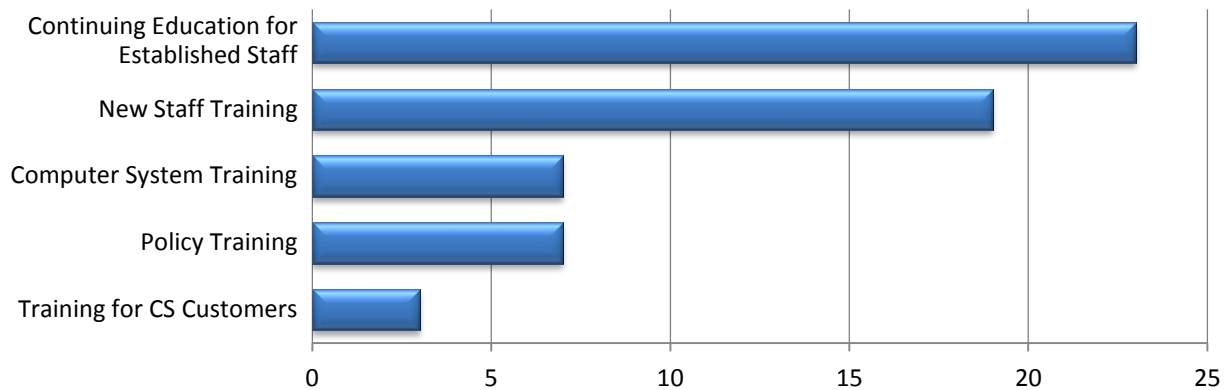


## Training Program Descriptions

Without specific instructions, this question elicited a variety of answers, however, a couple of areas of interest did emerge. Categories for the following two charts were pulled from program descriptions which contained wording to match the general categories.

### Types of Training Mentioned

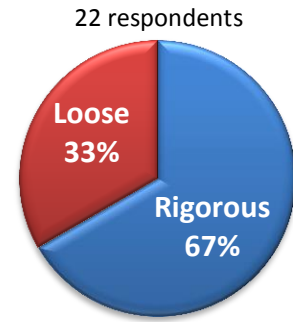
23 respondents



Several respondents also mentioned a fairly rigorous curriculum development process that included some level of standardization and measures such as testing, review, updating, and so forth. Still others indicated that their training is somewhat loose or variable in quality and content.

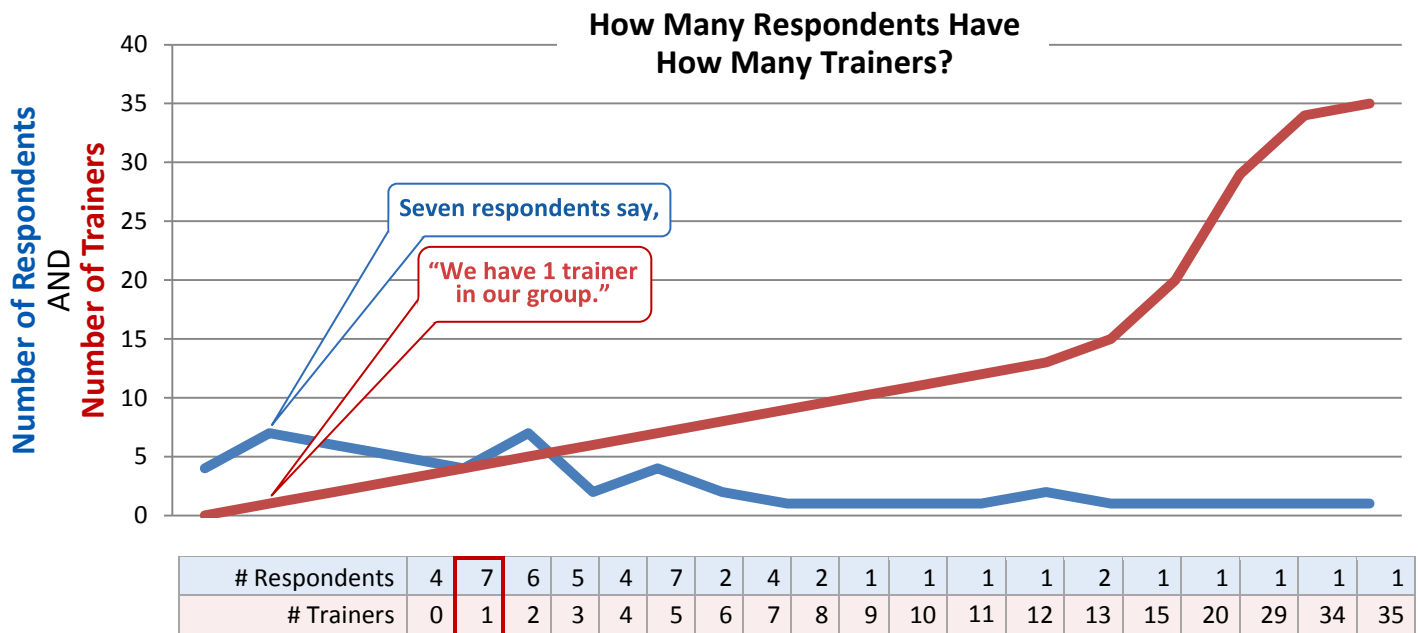
In reality, the answers to this question were variable enough as to be resistant to categorization, so a complete list of the written responses is in **SECTION 2** of this report.

### Level of Training Standardization



## Number of Trainers

This graph maps two things at once – the number of respondents who report the same number of trainers. It illustrates the inverse relationship between the “many” respondents who have few trainers, versus the “few” respondents who have many trainers.



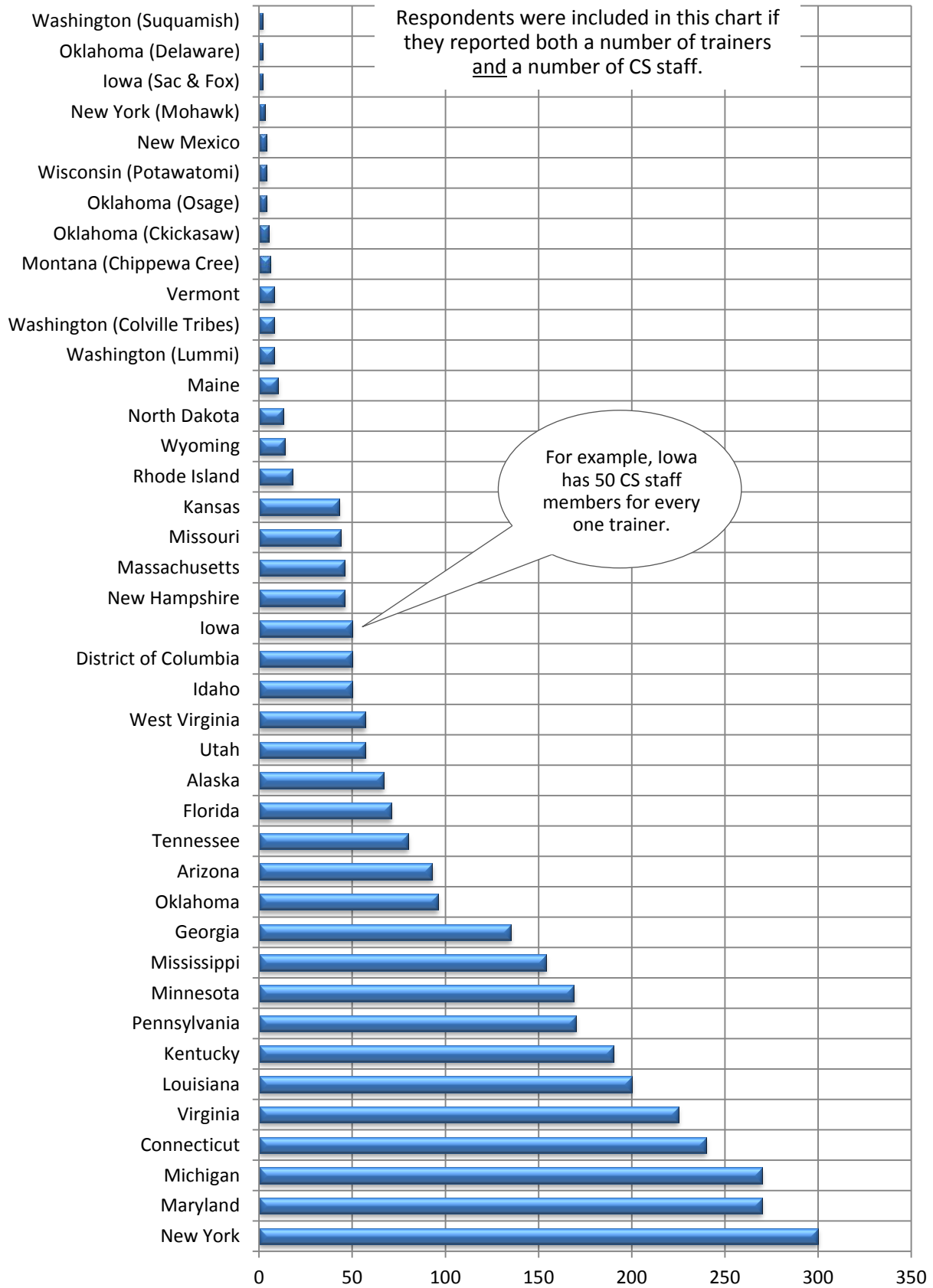
## Number of People Served by CS Training

The table on the next page is an alphabetical listing of respondent survey answers, and displays the reported number of trainers and the people (CS staff, CS supervisors, CS attorneys, the public and others) who are served by those trainers. Blank entries represent no response.

Respondents (54)	Number of Trainers	CS Field & Supervisors	CS Attorneys	Total CS Staff	Public	Other	Description of “Other”
Alabama	35						
Alaska	3	200	0	200	0		
Arizona	6	560	0	560	0	23	DCSS training for District Attorney’s Office
Colorado	13						
Connecticut	1						

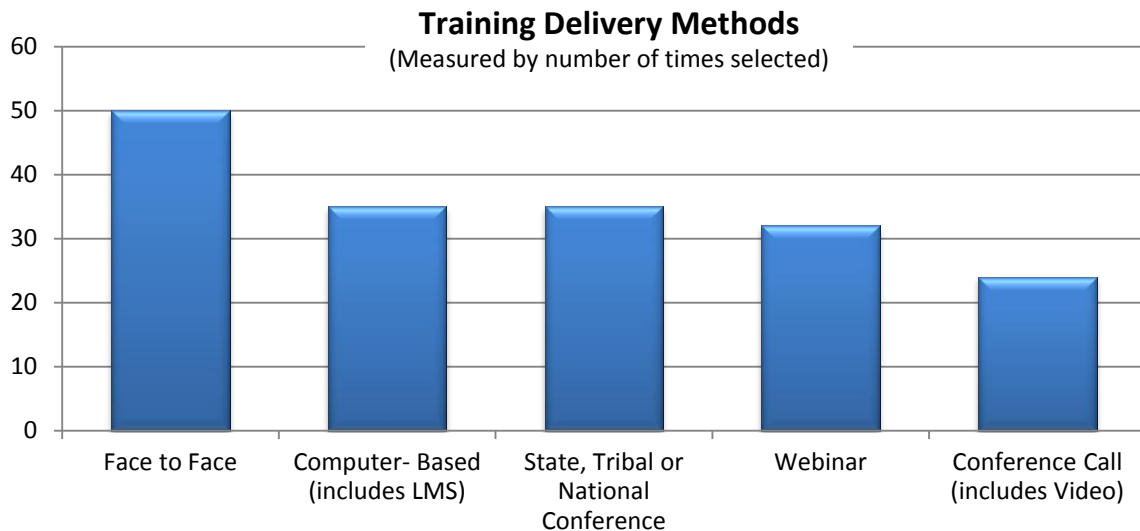
Delaware		200	10	210	0	150	IRS training for contractors & partners
District of Columbia	4	150	50	200	0	25	
Florida	29	2,000	50	2,050		200	Contractors
Georgia	8	1,000	80	1,080	0		
Idaho	2	100	0	100			
Illinois	8						
Iowa	11	400	50	450			
Iowa (Sac & Fox)	3	6	1	7	0	0	
Kansas	7	200	100	300			
Kentucky	5	850	100	950	0		
Louisiana	2	350	50	400			
Maine	4	30	9	39		50	Mentors
Maryland	1	260	10	270			
Massachusetts	12	500	50	550	0		
Michigan	10	2,500	200	2,700	0	200	Policy and computer support staff
Minnesota	9	1,500	20	1,520	0		
Mississippi	2	250	57	307			Other program staff (TANF, SNAP, etc.) sometimes attend CS training to learn about CS.
Missouri	5	200	20	220	0	30	Contractors or circuit clerks
Montana (Chippewa)	1	5	1	6		2	Tribal TANF staff
Nebraska	1						
Nebraska (Winnebago)	0	3	2	5			
New Hampshire	5	200	30	230		300	Court personnel
New Mexico	34	100	35	135	0		
New York	5	1,400	100	1,500			
New York (Mohawk)	2	4	2	6			
North Dakota	15	160	30	190	0		
North Dakota (3 Tribes)	2						
Ohio	5				0	3,000	Statewide users
Oklahoma	7	600	70	670	0		
Oklahoma (Chickasaw)	5	22	1	23			
Oklahoma (Delaware)	3	3	2	5	25		
Oklahoma (Osage)	1	4		4			
Pennsylvania	10	3,200	200	3,400	18,000		
Rhode Island	4	60	11	71			Birthing hospitals and family court staff
South Dakota	1					1	
Tennessee	5	300	100	400			
Utah	7	350	50	400			Courts, Workforce Services, Dep. Health, Dep. Juvenile Justice, youth corrections, local jails
Vermont	13	100	10	110	0		
Virgin Islands	0	0	0	0	0		
Virginia	4	800	100	900			
Washington	205	1,000	60	1,060		100	Prosecuting attorneys
Washington (Colville Res)	3	24		24			
Washington (Lummi)	1	7	1	8	0		
Washington (Suquamish)	3	4	1	5			
West Virginia	7	240		240		80	Office Assistants and paralegals
Wisconsin (Chippewa)	0	0	0	0		0	
Wisconsin (Ho-Chunk)	0	5	1	6			
Wisconsin (Potawatomi)	2	7	1	8	1,500		
Wyoming	6	75	9	84		25	10-15 CDC staff, 10-15 in IV-A & Workforce

### Ratio of CS Staff to Each Trainer



## Training Delivery Methods

Twenty-five respondents reported using a Learning Management System (LMS), but in the chart below, computer-based methods listed in “Other” were added to the LMS category to create a new “Computer-Based” category. If the webinar category was added as well, the resulting technology category would be the largest.

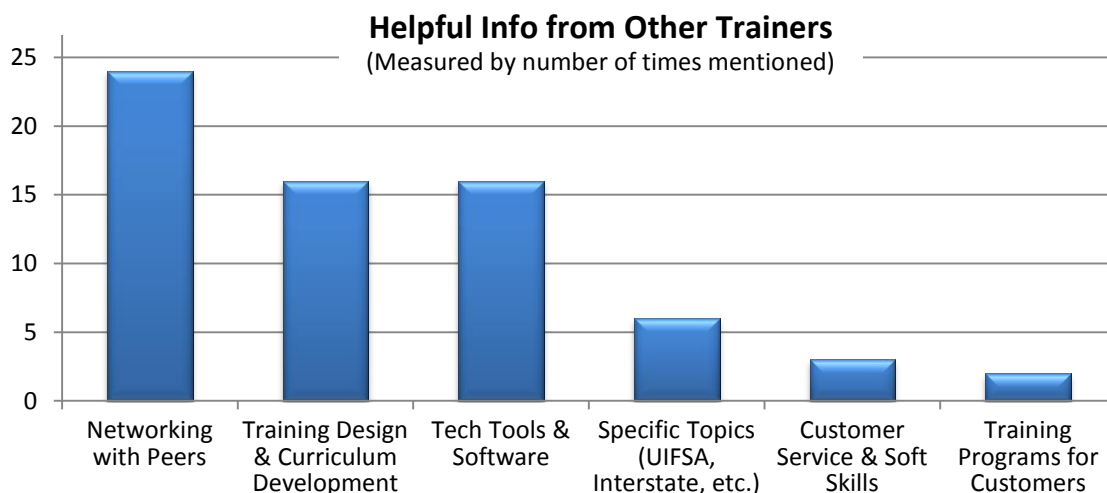


Respondents (54)	LMS	Webinar	Conference Call	Face-to-Face	State Conference	Other	Description of “Other”
Alabama				x	x	x	Training Bulletins
Alaska				x			
Arizona	x			x			
Colorado	x	x	x	x	x		
Connecticut				x	x		
Delaware				x		x	e-learning (pre-recorded)
District of Columbia				x		x	Beginning some online training modules, no LMS
Florida	x	x		x		x	CBT self-study and on the job
Georgia	x	x	x	x	x		
Idaho	x	x	x	x	x	x	e-Learning content not on an LMS.
Illinois	x	x	x	x		x	Computer-based-training
Iowa	x	x		x			
Iowa (Sac & Fox)				x	x	x	Individual training from Supervisor
Kansas		x	x	x	x		
Kentucky		x		x	x		
Louisiana	x	x		x	x		
Maine	x	x	x	x	x	x	Computer based training
Maryland	x	x		x	x		
Massachusetts			x	x	x	x	e-learning modules
Michigan		x	x	x		x	Web-based training (not yet on an LMS)
Minnesota	x	x		x	x		
Mississippi		x		x	x		
Missouri	x	x	x	x	x		
Montana (Chippewa Cree)	x	x	x	x	x	x	National conferences

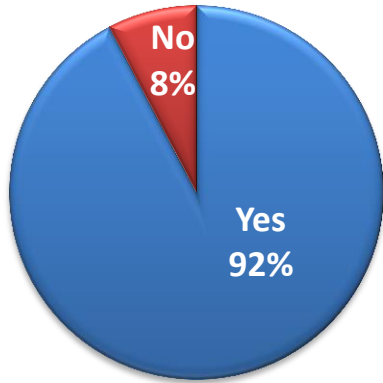
Nebraska			X		X	X	CSE Train Webpage; supervisors, Co. attorney mentors
Nebraska (Winnebago)	X	X	X	X			
New Hampshire				X			
New Mexico				X		X	Video conference site-to-site
New York	X	X	X	X	X		
New York (Mohawk)				X			
North Dakota	X	X	X	X	X		
North Dakota (3 Tribes)							
Ohio		X		X		X	Video conferencing, web based (investing in an LMS)
Oklahoma	X	X	X	X	X		
Oklahoma (Chickasaw)		X	X	X	X		
Oklahoma (Delaware)		X	X	X	X		
Oklahoma (Osage)	X	X	X	X	X		
Pennsylvania	X	X		X	X		
Rhode Island				X	X	X	Annual training
South Dakota				X	X		
Tennessee	X			X	X		
Utah	X	X	X				
Vermont	X	X		X	X		
Virgin Islands		X		X			
Virginia	X	X		X		X	Online learning modules
Washington	X	X	X	X	X		
Washington (Colville Tribes)	X	X	X	X	X	X	Media Resourcing
Washington (Lummi)				X			
Washington (Suquamish)		X	X	X	X	X	Tribal child support training conference
West Virginia	X			X			
Wisconsin (Chippewa)						X	Don't offer training
Wisconsin (Ho-Chunk)		X	X	X	X		
Wisconsin (Potawatomi)				X			
Wyoming				X	X	X	Individualized trainings within local offices

## Helpful Information from Other CS Trainers

Respondents wrote about topics they would find most helpful when exchanging information with other professional CS trainers. Full responses are listed in **SECTION 2**, but the chart below displays broad categories that emerged.

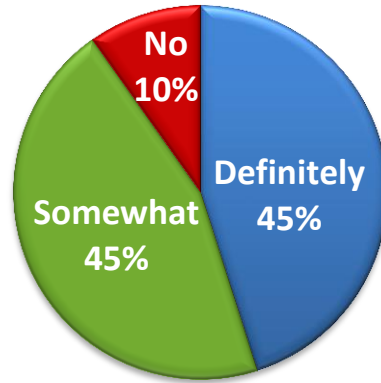


## Interest in Learning More?



48 answered "Yes"  
4 answered "No"

## Interest in a Partnership?



23 answered "Definitely"  
23 answered "Somewhat"  
5 answered "No"

## SECTION 2: Open-Ended Responses

### Training Program Description

- Alabama ..... We are an outreach program so we serve providers all over the state. We use a mentoring model with one on one training as the primary means of service delivery.  
  
Child Support Basic Training is a 2-week instructor led course for new Child Support staff classified as Financial Support Workers and Financial Support Supervisors. Information obtained in the Child Support Policy and Procedure Manual is used to enhance participant's knowledge of the Child Support Program. The training also provides hands-on instruction in our computer system (known as ALECS). New Child Support clerical staff and District Attorney staff may also take this course if space is available. / Annual training seminars (upon approval) are also used to provide policy updates, policy changes, and refresher training to the Child Support Program Staff and Attorneys.
- Alaska ..... Very small, the agency has 237 employees, there are two trainers that address the needs of training new caseworkers
- Arizona ..... The DCSS training staff report to the Office of Professional Development (OPD). The DCSS Training Manager then dotted lines to the Policy & Resources Administrator. The training instructors report to the DCSS Training Manager. The designers report to a manager in OPD.
- Colorado ..... We are currently in the process of rebuilding our training program. The State office offers a very limited amount of training to county staff. The counties are all over the map in how they train new staff as some counties have designated trainers and others do not.
- Connecticut ..... 2 parts - New Employee Training and Continuing Education
- Delaware ..... We have one training administrator and two trainer educators.
- Dist. Columbia ..... Not sure how to answer this question.
- Florida ..... Centralized development and training assessment unit; local training resources that deliver classroom and distance class room events and provide on the job training and support to local offices. Most training is self-study, CBT or distance classroom.
- Georgia ..... Internal – all training done in-house.



10. Idaho ..... Our program is broken down into "consolidated units" with each unit responsible for a small part of the overall work (establishment, enforcement, etc.). We train people on the work they will be doing. This allows us to get people through training quickly, while giving learners the knowledge and skills they need to succeed. We currently have 2 trainers.
11. Illinois ..... Classroom, webinar, online, computer-based-training
12. Iowa ..... ISU has an annual contract to provide training, research and outreach to Iowa's Child Support Recovery Unit. Specifically for training, we have 9 technical writers/trainers and 2 legal consultants that provide training to over 400 child support field staff and CSRU attorneys all over Iowa. We provide in-person and online training. The contract between ISU and Iowa's CSRU draws down federal dollars. It has been in existence since the early 90s.
13. Iowa ..... SAC & FOX TRIBE OF THE MISSISSIPPI: There isn't much structure to our training program currently. Each supervisor trains their new staff without following a specific design or program.
14. Kansas ..... Kansas has four full-service contractors that provide direct services to our customers. We have two training approaches: CSS Admin provides training materials to the contractors and their trainers deliver to line staff; CSS Admin provides direct training to all staff as needed.
15. Kentucky ..... We are small--only 5 people in the training section at this time. We are regionally based, which means each trainer is responsible for all training in 2 regions of Kentucky. Most all of our training is done in the lab/classroom, however, we do offer webinars at times as well.
16. Louisiana ..... Split, initial staff training is handled by Supervisors, using a guided program. High-level specific subject training is developed and provided through a Louisiana State University contract.
17. Maine ..... Specialized trainers with supervisory oversight, a set curriculum for policy and practice that is continuously reviewed and updated, computer training developed to assist.
18. Maryland ..... Logical Progression: 5-five day modules. Introduction, Intake, Establishment, Enforcement, Interstate. In addition, WebEx based trainings on highly focused topics.
19. Massachusetts ..... Currently we are in transition. We had a team of about 5 staff who were assigned to provide support to our 5 regional offices. Their focus is technical training on the automated system. We're currently preparing to implement a new system so the training team is now assigned full time to helping draft and prepare training material for the new system. Training on policy topics is coordinated by the Chief Legal Counsel (includes the Policies and Procedures unit).
20. Michigan ..... We have a centralized team in the CS Office made up of State employees and contract staff. The team delivers mainly IV-D policy and computer system training, and some soft skills.
21. Minnesota ..... Blended. Classroom, webinars, computer based training, job aids
22. Mississippi ..... We have one worker dedicated solely to training. This person develops the training material with the aid of field staff. Designated field staff assist in the statewide training of child support staff. We have only one person who has a "trainer" title. We pull staff from the field to do training.
23. Missouri ..... There are five child support trainers. We cover 7 basic specialties. Each specialty has a primary trainer and a backup. We train prosecuting attorney staff on mainframe basics. We also create online training modules and maintain our training website. In addition we create and present occasional webinars to cover new material or changes in procedures. We provide training for the annual professional training conference.
24. Montana ..... CHIPPEWA CREE TRIBE: Our training program utilizes conferences & meetings through the year to meet our training needs. We attend the National Tribal CS Association's annual conference as well as the Western Interstate CS Enforcement Council's annual conference. We also receive training from the State of Montana free of charge on different topics as needed.

25. Nebraska ..... I am the only trainer for the entire state. The majority of our training material is provided online. DHHS supervisors play a key part in providing training for their new staff by using some of their 'in house' materials as well as the materials from the website. County attorney offices that we have contacts with to provide CSE case management use the materials from the website. I also coordinate with other nearby county attorney offices to provide mentoring for the newly hired county attorney CSE worker.
26. Nebraska ..... WINNEBAGO TRIBE: Attend trainings offered by National Tribal Child Support or Tribal training
27. New Hampshire ..... Excellent we have working on the training program over the last 3 years and although it is a working progress it has proven to be highly effective with not only reducing errors but increasing performance and efficiencies.
28. New Mexico ..... New Mexico's training is conducted by both Central office and Field offices. The Central office Training Unit focuses on new employee orientation, with special ad hoc training as requested. The Field offices train staff on the particulars of their assigned job duties.
29. New York ..... State supervised contract
30. New York ..... SAINT REGIS MOHAWK TRIBE: General Information on how the program works
31. North Dakota ..... Very loose.
32. North Dakota ..... THREE AFFILIATED TRIBES: We don't have a formal training program at this time.
33. Ohio ..... Ohio is a state supervised, county administered. We provide instructor led training in regions of Ohio on a quarterly basis and web based training on our internal website.
34. Oklahoma ..... Academy for new employees, specialized classes for seasoned attorneys, blended learning and large group learning opportunities
35. Oklahoma ..... CHICKASAW NATION: Information, visual education, observation, hands on, follow-up education.
36. Oklahoma ..... DELAWARE TRIBE OF INDIANS: A IV-D program operated by the Delaware Tribe of Indians. Trainings are conducted by contractor - Indian Collaborative Consultants plus staff attends training at state and national Child Support Association. We also receive training from federal OCSE Region VI office in Dallas.
37. Oklahoma ..... OSAGE NATION: We use the Oklahoma State Information System so we have sent our employees to Academy training as well as any training they may have. In our database, I have been working with our staff about the different functions that I know and I have put together a handbook to accompany our database for case initiation, paternity, and basic finance.
38. Pennsylvania ..... We contract our training program out at the state level, but with State and County staff involved closely in business requirements, projects, and delivery.
39. Rhode Island ..... We provide training for new employees based upon specialty (establishment, enforcement, interstate, paternity). We have an annual full-day training for the public. We provide many mini trainings for staff for new procedures, revised procedures or as a refresher training.
40. South Dakota ..... New specialists come to State Office to train with me for 2 weeks.
41. Tennessee ..... Two week, classroom based training designed to teach policy and systems to the learner.
42. Utah ..... All training is developed and delivered as computer based training, typically no more than 1-15 minutes. Training is developed based on enhancements to the computer system, legislative and federal regulations updates, changes, new hire curriculum, etc. Most all of the trainings include a quiz at the end of the trainings, which focus on the key points of the training. Workers are given two weeks to complete the training. The Training Unit monitors the trainings to ensure compliance and notify supervisors, when needed.
43. Vermont ..... Orientation training for new employees, annual training for all employees, plus miscellaneous training based on staff requests and management recommendations.

44. Virgin Islands..... This is primarily a corporate structured entity led by the Attorney General who appoints a IV-D Program Director, Assistant Director and Territorial Manager. The Territorial Manager has supervisory authority over all support staff and day to day operations of the agency. There is also a Territorial Disbursement manager responsible for all financial matters.
45. Virginia ..... Blended Learning - classroom, online learning, webinars.
46. Washington..... Internal with both a HQ and Field office approach to training.
47. Washington..... CONFEDERATED TRIBES OF THE COLVILLE INDIAN RESERVATION: Building Blocks - A, B, C approach - Highly methodical thought process
48. Washington..... LUMMI: Training is intense for new employees and annually for existing employees
49. Washington..... SUQUAMISH TRIBE: Hands on, one-on-one training.
50. West Virginia..... We have two major tracks of training, one for Child Support Specialists who are the case managers and one for Child Support technicians who audit all of the case to ensure correct balances. All of these classes include an online pre-class workbook and a 3 day classroom session. There are four levels of training for each group.
51. Wisconsin..... FOREST COUNTY POTAWATOMI COMMUNITY: We are under the umbrella of Family Services which includes TANF, Medicaid, Indian Child Welfare and Child Care
52. Wisconsin..... HO-CHUNK NATION: We use the State training site, in addition to the National Tribal Child Support Association Annual training conference.
53. Wisconsin..... LAC DU FLAMBEAU BAND OF LAKE SUPERIOR CHIPPEWA INDIANS: 1 IV-D Director, 3 Case Managers, 1 Receptionist. This agency does not have a training program.
54. Wyoming..... We have an annual Child Support Association conference that is devoted to training and then each individual office trains.

## Helpful Information from Other CS Trainers

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1. Alabama..... Customer service techniques, intergovernmental case management tips, How to establish effective webinar trainings,
2. Alaska..... E-learning tools, good platform for training manuals, best way to approach lesson plans.
3. Arizona ..... We'd be interested to know what type of training is delivered for case managers. Do they offer individual courses or do new hires attend extended training upfront? What type of training do other states provide (phone collections, case management, etc.) It would be nice share information to see what they feel is successful.
4. Colorado ..... Curriculum structure
5. Connecticut..... Curriculums that are the same ex: IWW /NMSN, UIFSA etc. Also interested in web based programs.
6. Dist. Columbia..... Anything that can be provided would be of interest.
7. Florida..... Blended learning approaches, interactive computer based "games."
8. Idaho..... How long their training lasts.
9. Iowa ..... Details on how they offer statewide conferences to all their workers. Products and software other states use to create training. Best practices - what has/hasn't worked for training.
10. Iowa ..... SAC & FOX TRIBE OF THE MISSISSIPPI: Training Program Designs- outline/structure to our program.
11. Kentucky ..... Distance learning.
12. Louisiana ..... We are interested in developing computer based training modules.

13. Maine..... Using technology in innovative ways to deliver training.
14. Maryland..... Pre-packaged training materials.
15. Massachusetts ..... Curricula etc.
16. Michigan ..... Best practices for training development, network of other CS training professionals to discuss ideas and challenges in delivering training, best practices in Child Support, customer service curriculum, and translating federal performance measures to frontline workers.
17. Minnesota..... If they have a blended learning program, what does a typical course look like? How do they develop e-Learning?
18. Mississippi..... Webinar training presentations for Supervisory staff.
19. Missouri ..... Increasing collections.
20. Montana ..... CHIPPEWA CREE TRIBE: How their programs work, information on UIFSA and FFCSOA.
21. Nebraska ..... What types of desk guides are being provided?
22. New Hampshire..... What topics they cover and different methods they use. For example we just rec'd a grant and were able to purchase some media equipment (another division), the staff in the other division will learn how to use the equipment but I would like to see what other states are using and how this new equipment could assist us here in child support.
23. New Mexico ..... Specific topics such as UIFSA, IRG, FPLS, Military and Veterans. Things on the national level that can help individual field offices.
24. New York ..... Use of technology.
25. New York..... SAINT REGIS MOHAWK TRIBE: How other Tribal programs work with their State programs would be beneficial to us as we are the first & currently only comprehensive Tribal program in NY
26. North Dakota ..... Any and all of it.
27. Ohio ..... How training is implemented by state supervised/county administered programs; successes, ideas for improvement.
28. Oklahoma ..... Curriculum and methodology and tools
29. Oklahoma ..... CHICKASAW NATION: Any training about child support that would be effective in our State.
30. Oklahoma ..... DELAWARE TRIBE OF INDIANS: parenting classes, budget and home economics classes
31. Oklahoma ..... OSAGE NATION: Enforcement training and interstate training
32. Pennsylvania..... Senior management training - especially on submitting expenditures.
33. Rhode Island ..... Training manuals
34. Tennessee ..... Delivery models, methods of updating and maintaining large volumes of training documents
35. Utah ..... Computer Based trainings.
36. Vermont ..... Strategies for improving employee engagement and openness to training.
37. Virgin Islands..... Case management, UIFSA, Intake/case flow, enforcement, Audit/compliance.
38. Virginia..... Tool box for training in child support, quarterly conference call, discussion forum.
39. Washington..... Any, we are always interested to learn what other programs are doing.
40. Washington..... CONFEDERATED TRIBES OF THE COLVILLE INDIAN RESERVATION: UFISA - Cooperative, Collaborating, Coordinating - Mutual Efforts
41. Washington..... LUMMI: Training Goals and Methodology
42. West Virginia ..... Specific training methodologies on complicated subjects such as UIFSA.

43. Wisconsin..... FOREST COUNTY POTAWATOMI COMMUNITY: Interstate and transfer processes
44. Wisconsin..... LAC DU FLAMBEAU BAND OF LAKE SUPERIOR CHIPPEWA INDIANS: Financial adjustments. Incarcerated individuals. Father's groups, adjustments, findings of contempt.
45. Wyoming..... Content and format of training.

## Comments

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1. Alabama ..... Thank you.
2. Arizona ..... I appreciate the opportunity to share information and look forward to hearing about what other child support agencies are doing, not only train newly hired staff, but also to keep tenured staff informed of policy changes, etc... Thank you!
3. Connecticut..... I would love to collaborate with you or other training professionals.
4. Iowa ..... It would be great to get to know other professionals doing similar service.
5. Massachusetts ..... Thank you for the opportunity to participate. There is some training that is unique to each jurisdiction but a lot of it is general so this will be helpful.
6. Michigan ..... Thank you for reaching out! I'm eager to hear more!
7. Missouri ..... The number of individuals trained is for in class training only. Personally, I do not have records of online training, webinar training, etc.
8. North Dakota ..... Thank you for compiling this. It seems like it has the makings of being very helpful.
9. Ohio..... Thank you for including Ohio.
10. Oklahoma..... CHICKASAW NATION: Thank you for this opportunity. We look forward to any new training information.
11. Oklahoma..... OSAGE NATION: Networking is really key, always stress to ask for help because that's why we're here.
12. Pennsylvania ..... On demand new hire training was one of our biggest obstacles, probably same as other states. We have made a big effort to solve that problem. Also curious whether other training providers would adopt a Kirkpatrick assessment - including levels 3 and 4 for a child support application. And why they went that far in the evaluation.
13. Washington..... Thank you for looking at our program and including us in your research.
14. Washington..... CONFEDERATED TRIBES OF THE COLVILLE INDIAN RESERVATION: Ensure TRIBAL IV-D Partnership is included in all CS Services aspects..

**Acknowledgements:** This work is funded through the Child Support Contract, a partnership between the Iowa Department of Human Services Child Support Recovery Unit and Iowa State University's Child Welfare Research and Training Project.