| ISU Trainings and Technical Support Help the Iowa DHS Meet Their Mission | The Child Support Recovery Unit (CSRU) within the Iowa DHS is responsible for assisting families to achieve and maintain economic self-sufficiency by establishing and enforcing child and medical support orders and by processing support payments. Through ISU’s partnership with the Iowa DHS, we train state-level CSRU workers to follow 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 |
|  | 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
✓ Prisoner Re-entry
✓ Mapping the Future of Paternity Establishment Through GIS (Geographic Information Systems) |
| Who We Train | ✓ CSRU has 23 field offices with over 400 field staff responsible for establishing and enforcing child support and 40 field attorneys that work child support cases |
| Our Impact on Iowa Families | ✓ In 2010, there were 192,758 child support and medical support cases covered by CSRU field staff across the state
✓ In 2010, total collections equaled $336.7 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 data |
| Funding | ✓ Annual contract $1.2 million for FY 2012 |