

# ISU Service Training

Annual Report  
SFY23



# IOWA STATE UNIVERSITY SERVICE TRAINING TEAM

Since 1988, the Iowa State University (ISU) Child Welfare Research and Training Project (CW RTP) has provided training administration, coordination, design and development, and program evaluation for the Iowa Department of Health and Human Services (HHS) field staff. CW RTP is a part of the Department of Human Development and Family Studies (HDFS) in the College of Human Sciences.

The ISU Service Training team works alongside HHS Service Training, Adoption, and Adult Protective Services teams to provide quality, timely, and applicable training for the HHS child welfare and adult protective services field staff. The team analyzes and reviews curriculum and materials to ensure the quality incorporation of critical feedback. The team recruits, coordinates, and guides subject matter experts, creates course plans, and ensures implementation of the Learning Outcomes Improvement Plan (LOIP) with Equity Lens.

The team leverages the University's academic and technical resources to expand training impact, bolster quality, and foster alliances for training delivery. Collaboration between universities, subject matter experts, and HHS advances training grounded in the utilization of evidence-informed tools, the participant training experience, and applicability to the HHS field.



# TEAM PRIORITIES

- Work toward solutions in fast-paced, fluid environments
- Bring expertise in training, education, and research
- Center affirming, accessible learner experiences
- Honor diverse perspectives and lived expertise

## Scope of Work

- Course Management
- Design and Development
- Training Support Services
- Learning Outcomes Improvement Plan with Equity Lens
- University of Northern Iowa (UNI) Stipend Program Support
- Venue and Third-Party Contracting
- Program Evaluation and Research
- Federal Funding Title IVE Reviews
- Early Access Statewide System
- Child Care Quality Rating System

## New Courses

- CC 502 The Importance of Social Well-Being for Aging Adults
- CC 419 Lunch and Learn - Centering Racial and Cultural Equity in Practice
- DA 307 Adult Protective Services Enhanced Trainings: Dependent Adult Abuse Appeals – A Roadmap for Success
- DA 301 How to Collaborate Effectively with Law Enforcement
- SP 813 Supervisor's Role in Addressing Secondary Trauma

# SFY23 By the Numbers

**5,321**

Live Course  
Completions

**1,370**

Training  
Hours

**211**

Training  
Days

**190**

New Field Staff  
Trained

**73**

Unique Course  
Titles

**57**

Subject Matter  
Experts

**40**

eLearnings  
Created

**22**

Adult Protective  
Courses



# PROGRAM EVALUATION AND RESEARCH

With the assistance of two ISU Graduate Research Assistants (GRAs), the team conducts research, analysis, and reporting that continually strengthens the training program. The program evaluation highlights from SFY23 include:

- 223 training course evaluation analysis and recommendation reports
- 36 60-day feedback survey reports
- 3 comprehensive evaluations of FY22 Foundational Social Worker Courses
- 2 research reports on child welfare core competencies and best practices in simulation trainings

## ISU Faculty

HDFS faculty researchers contribute additional expertise that strengthens Service Training efforts. Meeting regularly with team members, they connect staff with campus resources and external content experts. They advise on data collection and analysis and review the interpretation of results. In addition, faculty researchers mentor and support GRAs and provide oversight of GRA projects. These contributions enrich and advance Service Training deliverables.

Since 1988, the University of Northern Iowa (UNI) has administered legal courses established through a contractual university partnership. UNI closely collaborates with judges, lawyers, and university professors to provide child welfare trainings on the topics of testifying in juvenile court, permanency and termination of parental rights, and legal fundamentals for child protective workers and case managers. Since SFY21, they also provide supplemental training support.

## University of Northern Iowa

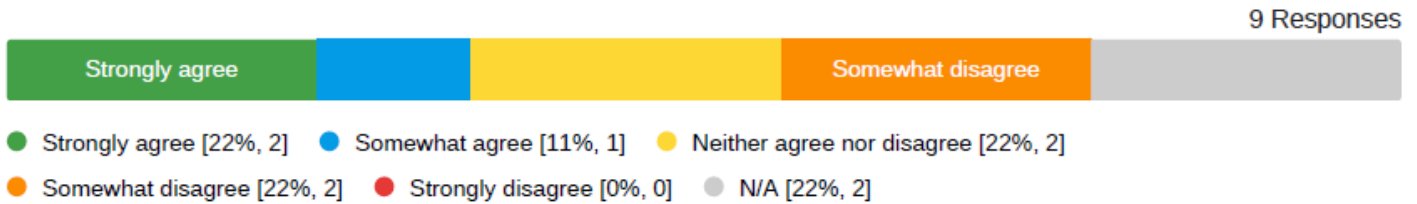
## Subject Matter Experts

ISU Service Training Team seeks out subject matter experts to create and facilitate course content for HHS field staff. Their experience in the fields of motivational interviewing, mental health, substance use, trauma, diversity, equity, and inclusion brings added value to training initiatives. Their contributions bolster the effective use of tools, approaches, and interventions.

# SFY 23 END-OF-YEAR FEEDBACK SURVEY

At the end of each state fiscal year, the ISU Service Training Team checks in with contracted third-party subject matter experts and HHS Facilitators to assess team strengths and areas of improvement. The survey results enable the team to strengthen, refine, and revise processes and priority areas. In SFY23, the end-of-year performance survey was sent to 17 partners. Nine (9) responses were received.

Regular contractor calls are useful.

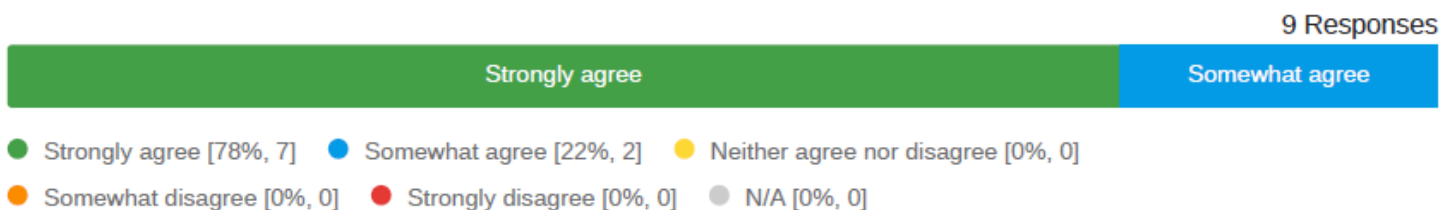


Feedback indicated that respondents desired a more efficient meeting process. This led to the creation of a Design and Development workbook that provided greater structure to course meetings.

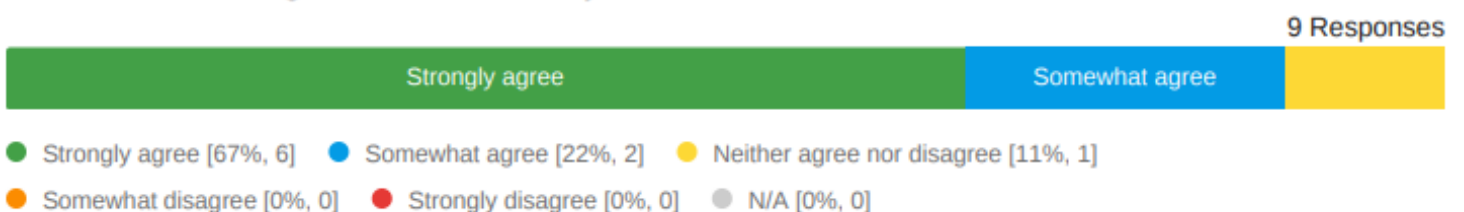


Finally, the responses indicate that the ISU Service Training team is responsive, helpful, and supportive throughout the process.

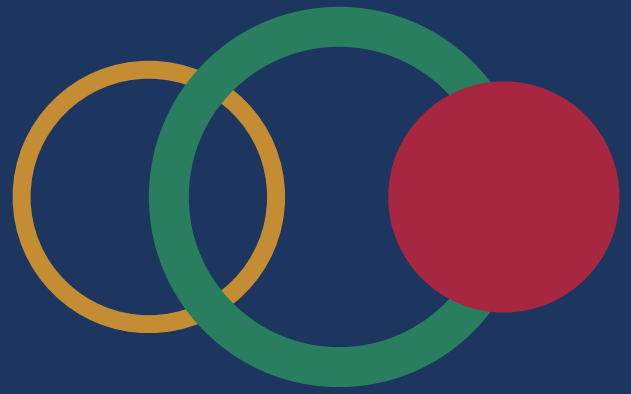
ISU Training Support/Host(s) impacted my training(s) positively.



ISU Service Training Team addresses my needs and concerns on time.



**"The ache for home lives in all of us, the safe place where we can go as we are and not be questioned."  
--Maya Angelou**



The SFY23 Service Training partnership includes:

- Iowa HHS Bureau of Child Protective Services Support and Training
  - HHS Field Expertise Facilitators
  - HHS Training Specialist
  - HHS Learning Management Systems Specialists
- Iowa HHS Bureau of Adult Protective Services
- ISU Service Training Team
- UNI Project Coordinator
- Subject Matter Experts



This contract is funded by the DFO-23-001 and DFO-23-001 Service Training Contract between Iowa State University and the Iowa Department of Health and Human Services (HHS).  
Carl Weems, PI

Report designed by Erin Kramer