



FY24

# Annual

# Report



## ISU-CSS

Contract Team

The Iowa State University Child Welfare Research and Training Project conducted this work through a contract with the Iowa Department of Health and Human Services (BOC-24-003, Carl Weems, PI),

# A message from the contract manager



FY24 focused on collaboration, engagement, and seeking new approaches. By doing this, our team set a higher standard for the training, outreach, and research that was produced. Our partnership with Iowa Child Support Services is distinctive and continues to be an exemplary model of joint effort between higher education and state government.



**Kate Goudy**

The FY24 team visiting Reiman Gardens



# EY24 HIGHLIGHTS

## Highlights

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Rhonda Evans received the runner up award for 2024 Student Employee Supervisor of the Year.



PIAL participated in the ISU lecture series and ran an ADMYRE program in the Memorial Union.

Kate Goudy received the Professional & Scientific Excellence Award.



The team visited the Brunnier Art Museum at ISU for creative re-energization.

# Instructional Design

“The designers tackled their projects with the goal of striking the right balance between learning and engagement.”

-Angela Braggs, instructional design manager

**14** TOTAL TRAINING PROJECTS

**4,300** TRAINING COMPLETIONS

**40** ATTORNEYS TRAINED

**514** IOWA CHILD SUPPORT STAFF TRAINED



Ginger Monroe, Martha Stewart, and Holly Wengert at the Brunnier Art Museum

# Research

**>25** SURVEYS  
CREATED

**>3,500** RESPONSES  
COLLECTED

**>25** REPORTS/  
POSTERS  
CREATED



Bethany McCurdy,  
Postdoc Research  
Associate, presenting her  
PIAL research

# Legal

**46**

SUMMARIZED IOWA  
COURT OF APPEALS/  
IOWA SUPREME COURT  
DECISIONS

**61**

COMPLETED SPECIAL  
RESEARCH PROJECT  
MEMOS/RESPONSES

**4**

REVISED AND PUBLISHED  
GUIDEBOOK CHAPTERS

“Outreach programs such as PIAL, along with the youth they serve, benefit greatly from carefully conducted, rigorous research. By analyzing the data PIAL collects through its program delivery, we gain a deeper understanding of how PIAL influences youth’s knowledge and intended behaviors, as well as the ways in which friends, family, teachers, schools, and communities contribute to youth development.”

-Bethany McCurdy, postdoc research  
associate



Parenting: It's a Life (PIAL) is a multi-component life skills program designed to introduce middle and high school youth and emerging adults to the emotional, social, and financial realities of parenting and provide resources to them before they reach parenthood.

The PIAL team tries on a new swag item at Research Park.



**939** EMAIL CONTACTS

**38** ADMYRE PRESENTATIONS

**50** PIAL PRESENTATIONS

**655** STUDENTS REACHED WITH MODULES

**527** STUDENTS REACHED WITH ADMYRE

“PIAL partnered with Iowa State University to raise awareness about dating violence through the Advocating for My Relationships (ADMYRE) program aimed at college students. For the first time, PIAL sponsored an event as part of the ISU lecture series, which featured a powerful personal account of dating violence experienced by an ISU student. This was followed by a diverse speaker panel that answered audience questions and shared available campus resources.”

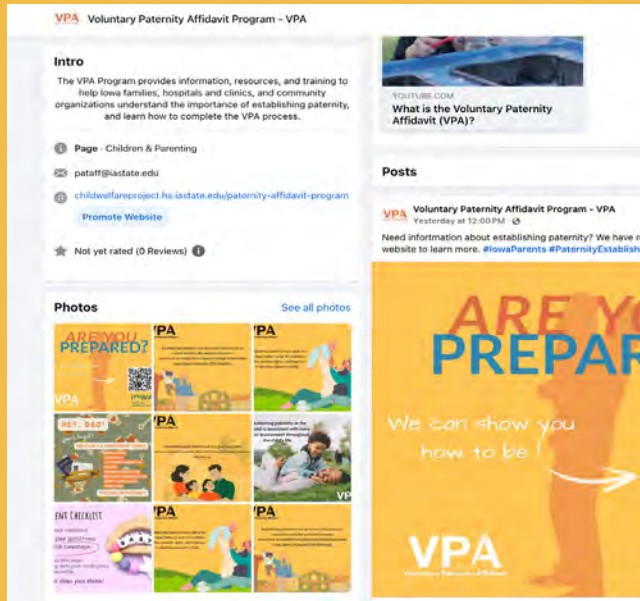


-Rhonda Evans, program specialist



The Voluntary Paternity Affidavit (VPA) Program provides information, resources, and training to help Iowa families, hospitals and clinics, and community organizations understand the importance of establishing paternity, and learn how to complete the VPA process.

The VPA program made a push to grow its social media presence.



**19,854**  
RESOURCE MATERIALS  
DISTRIBUTED

**18**  
VPA ONLINE TRAINING  
COMPLETIONS

**358**  
EMAIL CONTACTS

A new approach to outreach included VPA advertisement on buses and shelters in the Des Moines area.



“Through the Paternity Prep Packet Intervention Study, we expanded our outreach to over 250 prenatal providers across the state, helping expecting parents to be better prepared to successfully complete the VPA process in the hospital at the time of birth.”

-Amy Peters, program specialist

# CSTP

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The Child Support Training Partnership's (CSTP) mission is to advance the current and future state of child support training through networking, communication, and collaboration.

703

NATIONAL MEMBERS

166

LINKEDIN GROUP MEMBERS

18

EMAIL CAMPAIGNS SENT

11

NATIONAL WEB CALLS

*"The most exciting thing for CSTP in the last year has been adding Networking calls twice quarterly. It has been great to hear from so many different states and tribes and have a space for folks to get to know one another a little better."*

**-Jenny Parker, instructional designer**

**Child Support Training Partnership**

2024

Fall Newsletter 2023

Winter Newsletter 2024

Spring Newsletter 2024

Summer Newsletter 2024

2023

Spring Newsletter 2023

Summer Newsletter 2023

Spring Newsletter 2022

Summer Newsletter 2022

Spring Newsletter 2021

Spring Newsletter 2020

Summer Newsletter 2020

**Child Support Training Partnership**

Volume 6, Issue 3, Summer 2024

### What We Get Right and Wrong About Leading with Empathy

By: Maureen Leif, J.D. and Liz Bullard  
Grays Peak Strategies

In recent years, leaders and managers in the programs we work with have shared with us how hard it's become to recruit, hire, and retain employees. Since COVID, potential employees are taking a closer look at organizations and quickly moving on if their job no longer feels like a good fit. In human services, recruiting and onboarding new staff is often time-consuming, frustrating and expensive, especially when turnover is constant. Much of this is not in our control.

So what can we control and influence? While there are a variety of approaches to recruiting and retaining staff, we think that all of them start with the tone and culture created by every level of organizational leadership.

[Read More](#)

### Get Involved With CSTP!

CSTP archives all newsletters and calls for members to reference.



# Communications

“Through videos, social media, advertisements, and more, we have greatly increased our presence online and in local communities, which means our information is easier to find and is reaching a wider audience.”

-Miles Tritle, marketing specialist

7

VIDEOS  
CREATED

26

DIGITAL  
MARKETING  
PROJECTS

29

TOTAL  
NEWSLETTERS  
SENT

23,325

VIDEO  
IMPRESSIONS

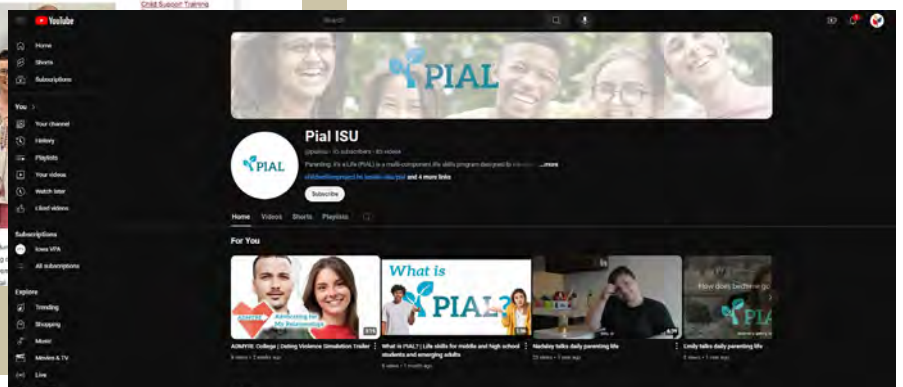
22

PRINT  
MATERIALS  
CREATED OR  
UPLOADED

22

VOICEOVER  
PROJECTS

We have continued to make improvements to the new website rolled out at the beginning of FY24 and added many videos to YouTube.



# Professional Development

*“Professional development helps me define my personal vision and life/work goals more clearly.”*

*-Ginger Monroe, instructional designer*

## UHR Leadership Skills Certificate



14  
Oct 11, 2023

This certificate program provides a professional development opportunity to build and enhance leadership skills applicable across various roles at ISU. Learners will attend instructor-led (some of which are in-person) and virtual courses (self-directed) totaling over 14 hours that cover business and management principles, fostering morale and collaboration and boosting team productivity. Learners will be able to reflect on their own leadership behavior, identify strengths and areas for growth, and learn...

Program Length: 14 Items  
Delivery Mode: Self-Directed

Multiple team members completed a new leadership certificate offered by University HR.

A presenter speaking at the 2024 Attorney Conference hosted by the ISU-CSS contract

# 201

## TOTAL PROFESSIONAL DEVELOPMENT EXPERIENCES

# 70

### WEBINARS

# 57

### IN-PERSON TRAININGS

# 12

### ONLINE TRAININGS

# 22

### VIDEO

# 24

### CONFERENCES

# 10

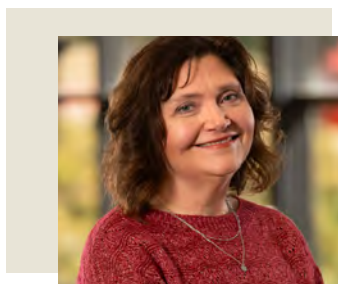
### OTHER



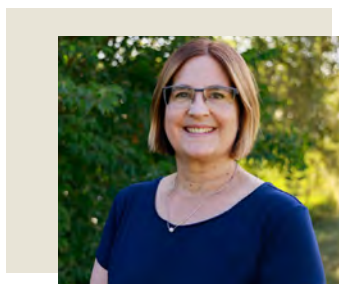
# FY24 Staff



Jalyynn Almond



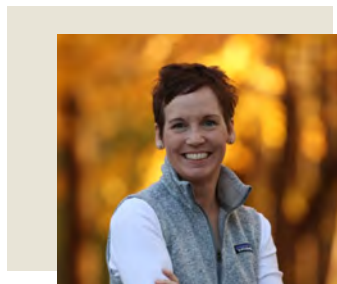
Angela Braggs



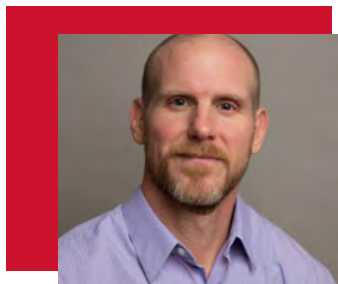
Rhonda Evans



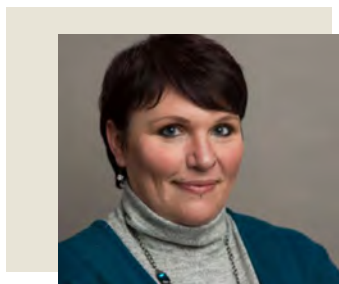
Matthew Femrite



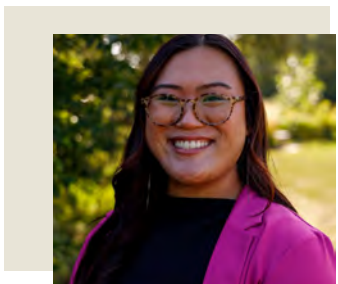
Kate Goudy



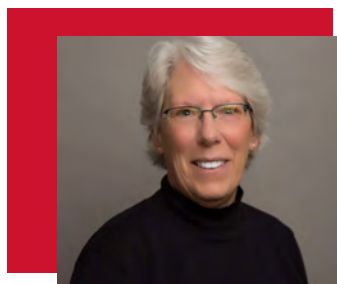
Jay Grey



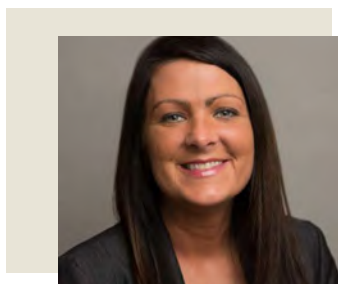
Jo Ann Lee



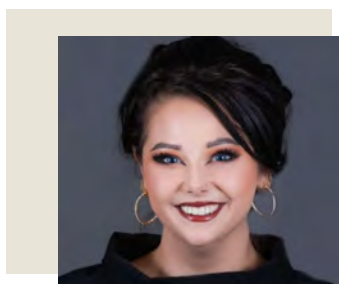
KayLinh Luong



Ginger Monroe



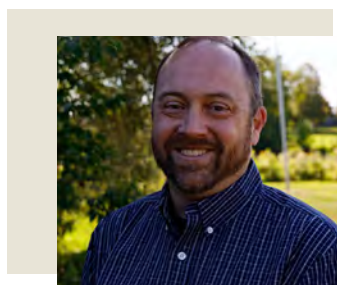
Rachel Ogden



Jenny Parker



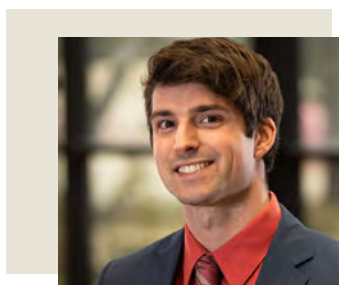
Amy Peters



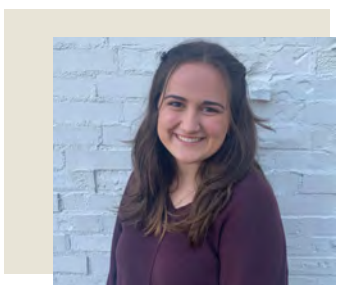
Marc Shoemaker



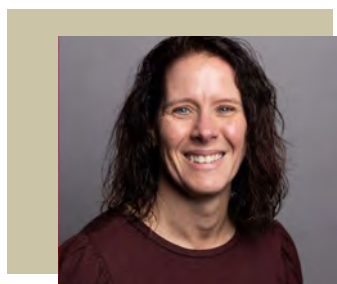
Martha Stewart



Miles Tritle



Hannah Uhrich



Holly Wengert

**3**

Graduate Research  
Assistants/Postdoc

**17**

Undergraduate  
Student Workers



Research Park 6  
2325 N. Loop Drive, Suite 6125  
Ames, IA 50010  
Website: <https://childwelfareproject.hs.iastate.edu/child-support>