## ISU Helps the Iowa DHS Meet Their Mission

**Child Support Recovery Unit (CSRU)** in Iowa’s Department of Human Services (DHS) assists families to achieve and maintain economic self-sufficiency by establishing and enforcing child and medical support orders and by processing support payments. **ISU’s partnership** trains and provides technical support to state-level CSRU workers about state and federal regulations to:
- Locate non-custodial parents and their sources of income
- Establish paternity and establish, modify, suspend and reinstate support orders
- Register other states’ orders for enforcement or modification
- Enforce, receive and disburse child and medical support orders and payments
- Answer customers’ questions and concerns

## Services Provided

### Training
- Create new trainings, revise existing trainings, update manuals/guidebooks, and produce technical documents
- Provide training through eLearning, in-person, and webinars using the ADDIE (analysis, design, development, implementation, evaluation) Instructional Design Process
- Update CSRU Attorney Guidebook

### Outreach
- Parenting: It’s A Life (for 7th-12th grade students in schools and youth-serving agencies)
- Voluntary Paternity Affidavit Program (for hospitals, clinics, community organizations)
- General Child Support Outreach (website, security, employer, customer)

### Research
- Analyze data, research specific subject matter, and conduct studies/surveys related to: Parenting: It’s A Life, Voluntary Paternity Affidavit, Child Support Field Staff, Income Withholding, Arrears, caseload analysis, and legal projects for the Iowa Attorney General’s office

## Who We Train
- CSRU has 22 field offices with over 500 field staff responsible for establishing and enforcing child support and 40 field attorneys who work child support cases

## Our Impact on Iowa Families in FY 2017
- 167,702 child support and medical support cases were covered by CSRU field staff
- Total collections equaled $322.3 million; families were able to provide basic needs to their children with these dollars

## Project Opportunities
- Research outreach data
- Research child support data
- Present Parenting: It’s A Life
- Complete an internship/assistantship – for undergraduate and graduate students

## FY 18 Funding
- $1.65 million direct costs

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**Department of Human Development and Family Studies**

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