

Child Welfare Research and Training Project

Child Support Training, Outreach, and Research

Iowa State University Partnership with the Iowa Department of Human Services

Purpose: Staff enrich the child support program through unparalleled training, outreach, and research.

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| ISU Helps the Iowa DHS Meet Their Mission | <p>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:</p> <ul style="list-style-type: none"> ✓ 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 | <p>Training</p> <ul style="list-style-type: none"> ✓ 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 <p>Outreach</p> <ul style="list-style-type: none"> ✓ 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) <p>Research</p> <ul style="list-style-type: none"> ✓ 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 | <ul style="list-style-type: none"> ✓ 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 | <ul style="list-style-type: none"> ✓ 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 | <ul style="list-style-type: none"> ✓ 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 | <ul style="list-style-type: none"> ✓ \$1.65 million direct costs |