| ISU Helps the Iowa DHS Meet Their Mission | **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.*  

| Services Provided | **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  

| Training |  
- Create new trainings, revise existing trainings, update manuals/guidebooks, and produce technical documents  
- Provide training through eLearning, in-person, and webinars using a specifically designed instructional design process and Smartsheet project management tool  
- 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 caseload, process training, and legal projects for the Iowa Attorney General’s office  

| Who We Train |  
- CSRU has 22 field offices with over 400 field staff responsible for establishing and enforcing child support and 40 field attorneys who work child support cases  

| Impact on Iowa Families in FY20 |  
- 157,678 child support and medical support cases were covered by CSRU field staff  
- Total collections equaled $348 million in current and past due child support; 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  

| FY21 Funding |  
- Funding is from the Iowa Department of Human Services Bureau of Child Support Recovery  

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