

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.

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 a specifically designed instructional design process and Smartsheet project management tool ✓ 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 caseload, process training, 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 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	<ul style="list-style-type: none"> ✓ 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	<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
FY21 Funding	<ul style="list-style-type: none"> ✓ Funding is from the Iowa Department of Human Services Bureau of Child Support Recovery



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