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COURTLAND[®]
CONSULTING





ERICSA

The logo features the word "ERICSA" in a bold, white, sans-serif font inside a teal, rounded rectangular sign with a white border. The sign is mounted on two teal poles. Behind the sign are two orange triangular road signs pointing upwards. The background is a stylized landscape with green rolling hills, a grey road with white dashed lines curving into the distance, and a light blue sky with white clouds.

On the Road Again

**A
VIRTUAL
ROAD
TRIP**

MAY 24 - 26, 2021

“I’m a Trainer. What Is Your Superpower?”

Paula Burns (she, her) and Kate Goudy (she, her)
Iowa State University / Iowa Child Support Recovery Unit

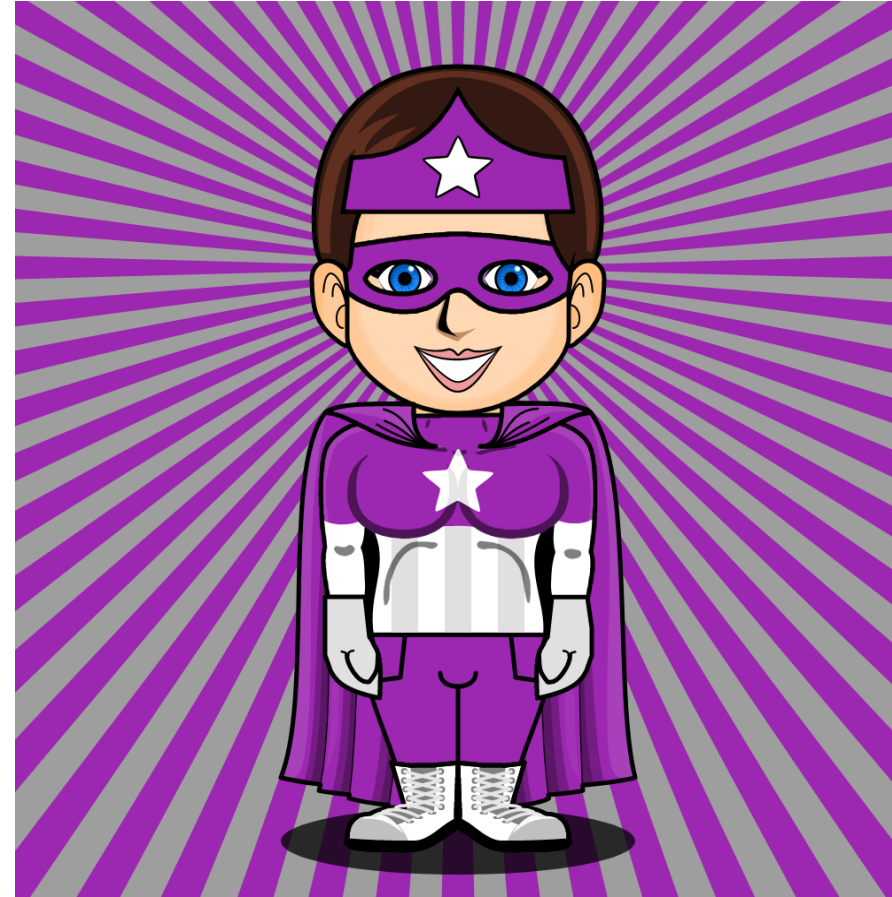


Greetings!

Penny Barnes AKA Captain Dependable



Sunday Jenkins AKA Doctor Motivator



WHAT'S YOUR SUPERHERO NAME?

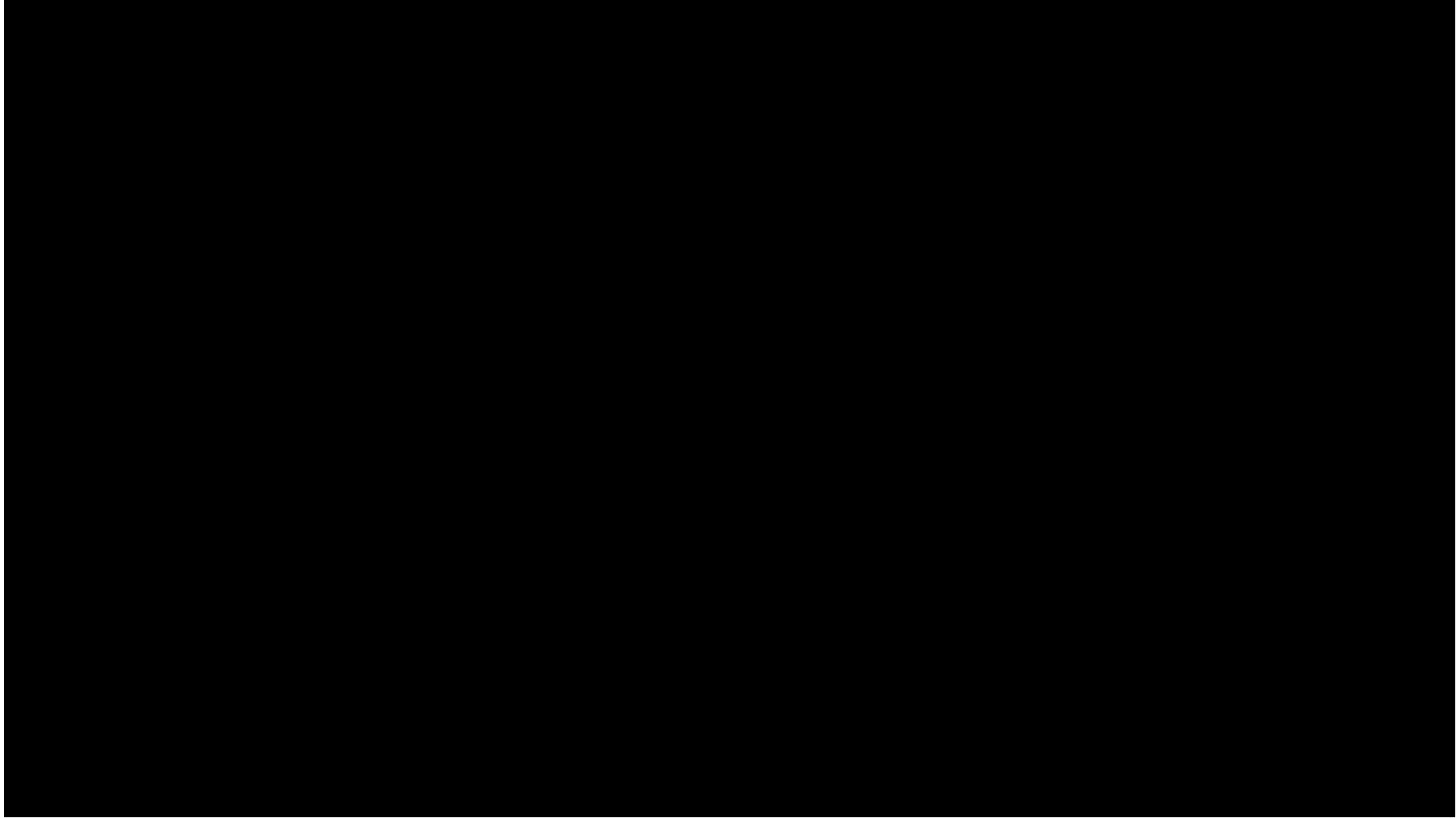
FIRST INITIAL

- | | |
|-----------------|------------------|
| A. Captain | N. Fantastic |
| B. Doctor | O. Wonder |
| C. Night | P. Steel |
| D. The Great | Q. Magnificent |
| E. Detective | R. Agent |
| F. Super | S. The Wonderful |
| G. Amazing | T. Professor |
| H. Mega | U. The Flying |
| I. The Phantom | V. Iron |
| J. Major | W. Thunder |
| K. The Powerful | X. Dark |
| L. Secret Agent | Y. Giant |
| M. Invisible | Z. Space |

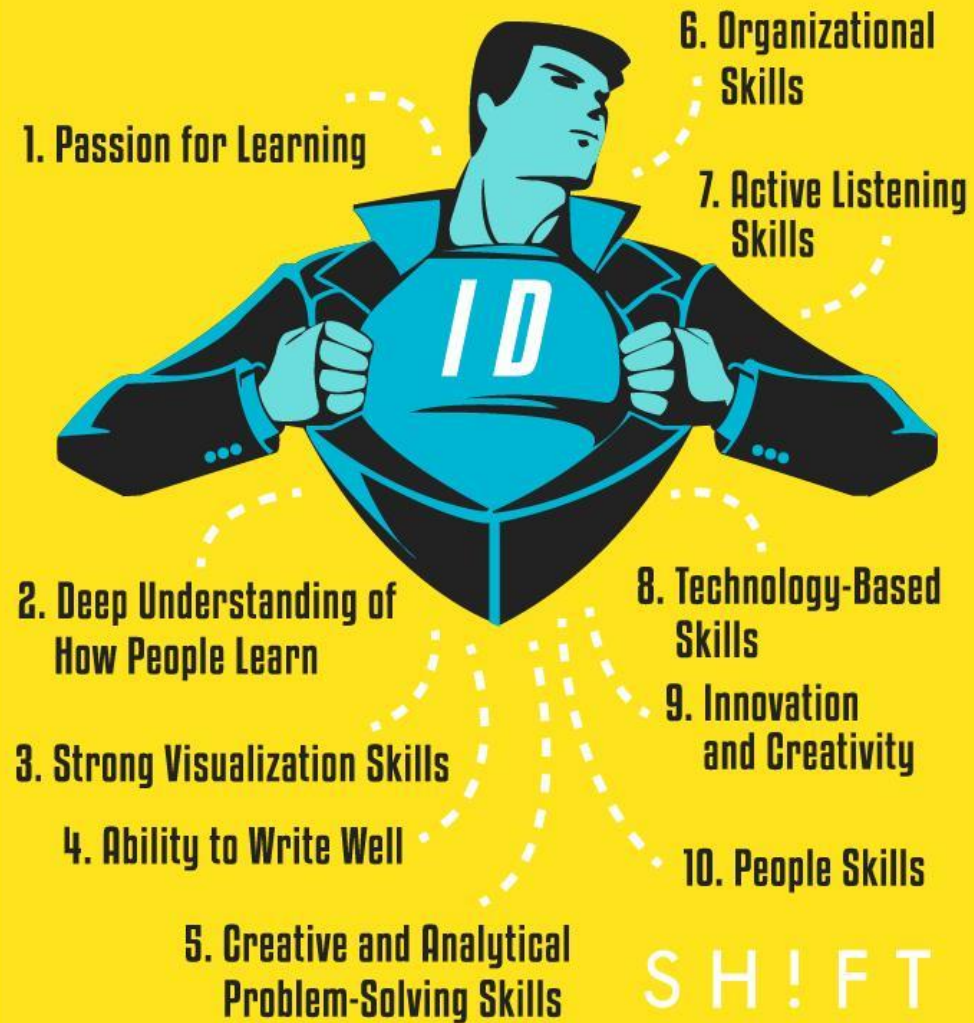
LAST INITIAL

- | | |
|-------------------|-------------------|
| A. Sprinkles | N. Play-dough |
| B. Lego | O. Puzzler |
| C. Twizzler | P. Oreo |
| D. Fudge | Q. Waffle |
| E. Tonka Truck | R. Gluestick |
| F. Snickers | S. Cheeto |
| G. Mac & Cheese | T. Gummy Bear |
| H. Cookie Dough | U. Toybox |
| I. Building Block | V. Chicken Nugget |
| J. Crayon | W. Snowflake |
| K. Skittles | X. Painter |
| L. Goldfish | Y. Kool-Aid |
| M. Fruit Loops | Z. Soldier |

First, let's fend off the Training Villain!



10 SUPER POWERS OF THE WORLD'S GREATEST INSTRUCTIONAL DESIGNER



SHIFT
DISRUPTIVE LEARNING

Training Superpowers



Pivoting



Doing It All



**Ensuring
Compliance**



Innovating



Simplifying

Superpower:



Superhero Jo Ann



Superhero Shawn



Train the Trainer: Building Credibility and Rapport

(2:50)



Superpower:



Superhero Jo Ann



Superhero Shawn

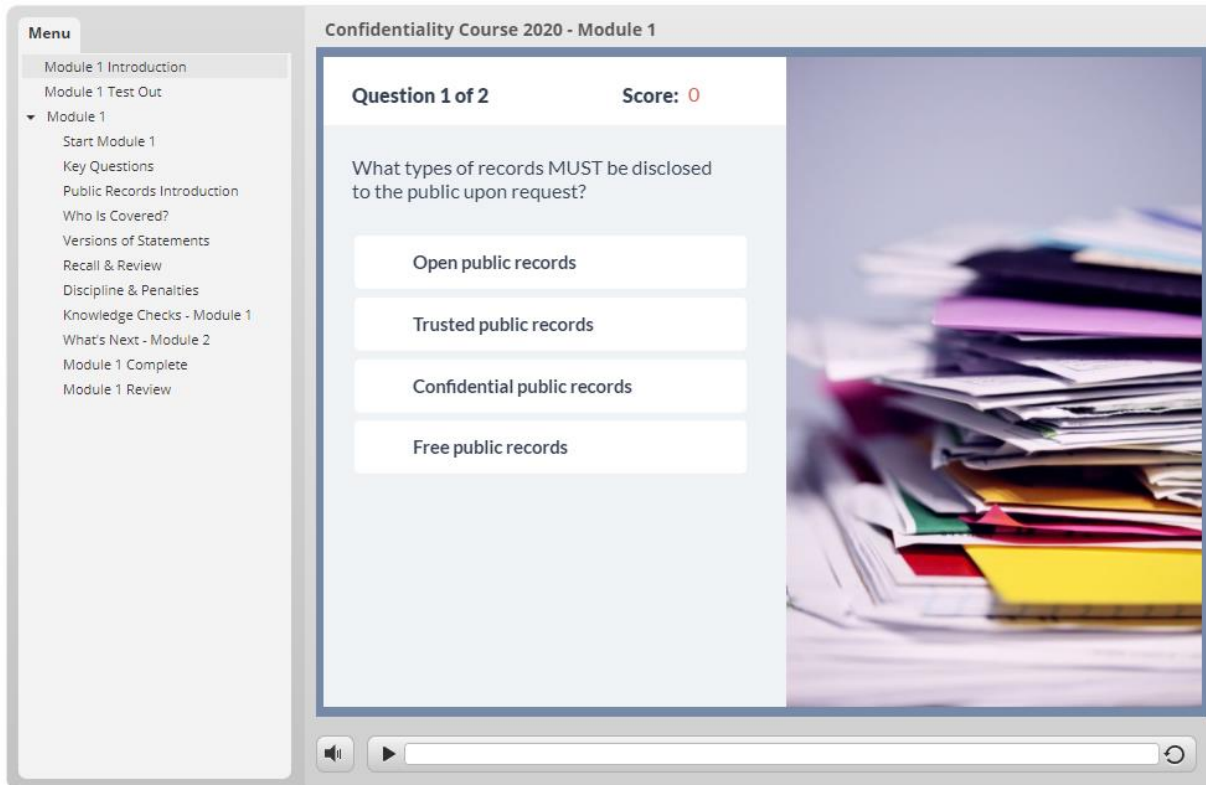


Superpower:

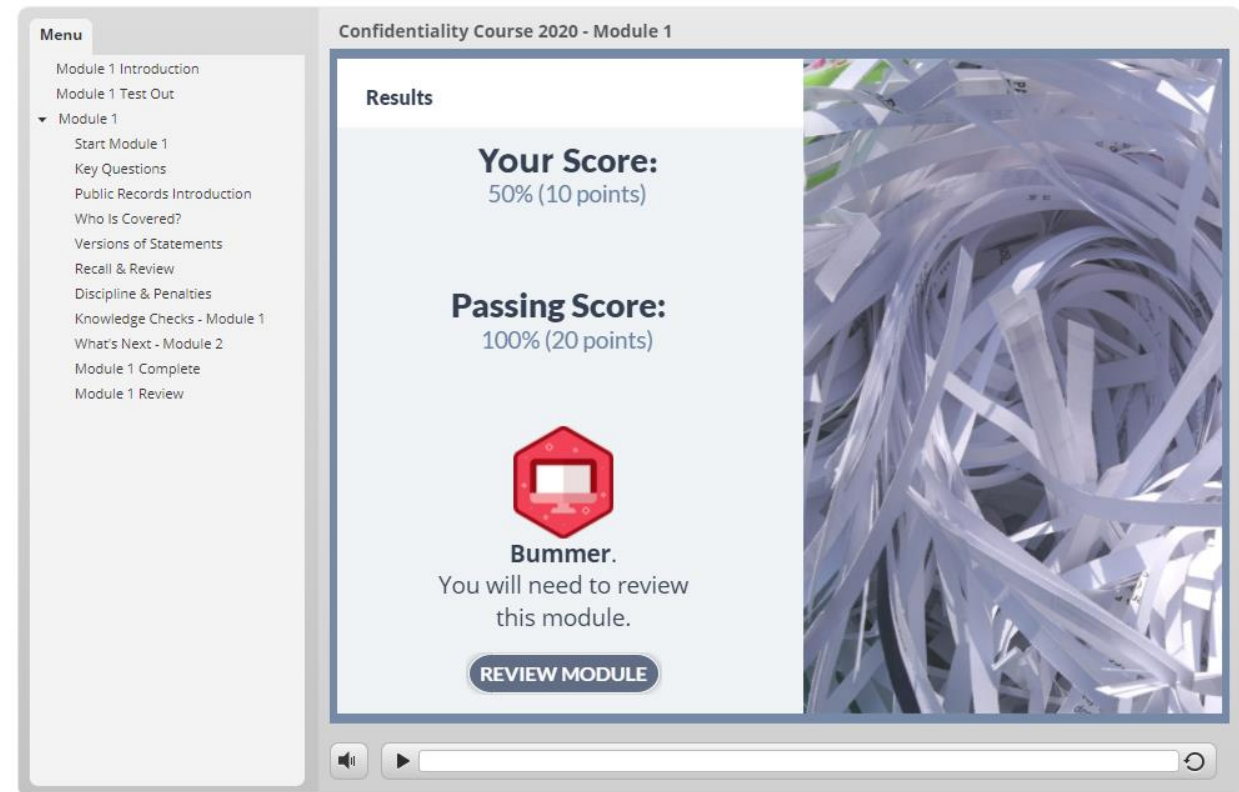


Superhero Angela





Sample Test-out Question



Non-passing Slide

Confidentiality Course 2020 - Module 1

CONFIDENTIALITY & SAFEGUARDING

module 1

Confidentiality Overview

CWRTP Department of HUMAN SERVICES

2020 TRAINING

Menu

- Module 1 Introduction
- Module 1 Test Out
- Module 1
 - Start Module 1
 - Key Questions
 - Public Records Introduction
 - Who Is Covered?
 - Versions of Statements
 - Recall & Review
 - Discipline & Penalties
 - Knowledge Checks - Module 1
 - What's Next - Module 2
 - Module 1 Complete
 - Module 1 Review

2020 TRAINING

Confidentiality Course 2020 - Module 1

MODULE 1: KEY QUESTIONS TO CONSIDER

RECORDS

What are the different types of public records?

QUESTION one QUESTION two QUESTION three QUESTION four

CLICK THE QUESTIONS ABOVE, THEN CLICK NEXT TO CONTINUE

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Confidentiality Course 2020 - Module 1

DRAW AND DROP INFORMATION ON THE CORRECT DRAWER OF PUBLIC RECORDS

You must match all in order to proceed.

must NOT be disclosed to public upon request

contain confidential case information

must be disclosed to public upon request

a person's Social Security number

open public records

confidential information

most CSRU records

confidential public records

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Confidentiality Course 2020 - Module 1

knowledge CHECK

There are serious consequences for breaching confidentiality. Pick ALL of the correct penalties from the choices below. Then click Submit.

A Lawsuit

B Job termination

C Lose drivers license

D Criminal prosecution

E Prison sentence

SUBMIT

Menu

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 - Module 1 Review

Superpower:



Superhero Angela



Superpower:



Superhero Martha



Superhero Angela



Projecting Positivity Promotes Positivity and Cultural Change

17% COMPLETE

▼ INTRODUCTION & OVERVIEW

☰ Why Change To Project Positivity? ✓

What Does It Mean to Change the Culture?

All of our interactions should provide the viewpoint for customers to experience the state government child support unit as a **positive, supportive** and **informative agency**.

Although some workers use this approach, this type of proactive outreach should be the standard across the state for all workers.

Instead of **waiting to react** to an issue a payor may have, case managers who take a **proactive** approach **reach out** to payors **before** any issues arise.

Proactive Intervention

Under the Px4C² intervention model, child support case managers proactively approach certain payors, establish a positive relationship with them and provide customized information and help for them in order to promote payment consistency, prevent stopped child support payments and hopefully avoid issues in the future.

Click on the images below to flip the card and find out more about proactive communication:



Click to flip ↻



↻



↻



Projecting Positivity
Promotes Positivity
& Cultural Change

Px4C²

PARTICIPANT GUIDE

IOWA CHILD SUPPORT RECOVERY UNIT
ONLINE TRAINING
FALL 2020

IOWA STATE UNIVERSITY CWRTP IOWA Department of HUMAN SERVICES

LAST UPDATED: 10.09.2020

{ OVERVIEW }

LEAP | AFFIRM | ASK
ASSESS | ACT

TIME TO THINK

VIDEO: Empathy fuels connection

A

Adding your voice and success stories

5

Participant Guide (mailed in advance)



Projecting Positivity Promotes Positivity and Cultural Change

Preparation:
Battling Phone Phobia
(:53)



Projecting Positivity Promotes Positivity and Cultural Change

Preparation:
Proposed Script
(1:38)



 Braggs, Angela
 Monroe, Virginia; Peterson, Shawn M.; Ogden

Px4C² Learning Boost 2

Retention Policy DHS Default Retention (3 years)

[Please click here to launch Learning Boost 2.](#)



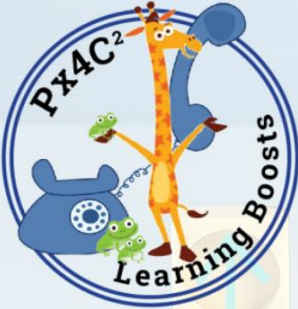









LEARNING BOOST 2



↑

↑

↑

↑

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↑

NEXT

Learning Boosts





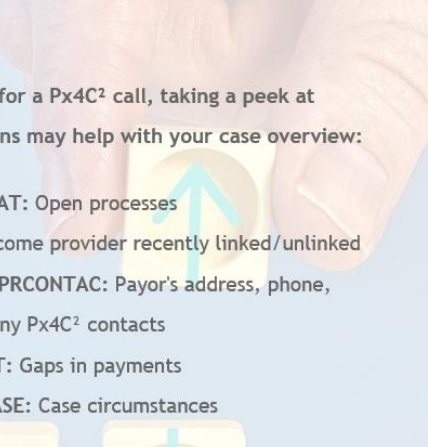
REMEMBER...

When preparing for a Px4C² call, taking a peek at these ICAR screens may help with your case overview:

- CASESTAT: Open processes
- IWO: Income provider recently linked/unlinked
- PAYOR/PRCONTAC: Payor's address, phone, notes, any Px4C² contacts
- PAYHIST: Gaps in payments
- NARRCASE: Case circumstances

☐ Yes

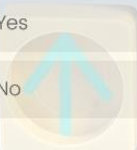
☐ No



RESOURCES: I have bookmarked the Social Services for Customer Support By County map at: <http://dhssp/csr/projects/customersupportbycounty/default.aspx>

☐ Yes

☐ No



Superpower:



Superhero Ginger



REDACTION PROCEDURES

This guide will allow you to correctly identify and redact protected information within documents to be filed with the court, based on statewide redaction procedures.

Contents:

Items Required by Rules & Law to Redact	Pg. 2
Additional Items to Redact	Pg. 2
Methods to Redact Documents	Pg. 3-8
ICAR Generated Forms	Pg. 9
Electronic Filing of Documents	Pg. 10
Process Specific Instructions	Pg. 11-15

Table of Contents (clickable)

ITEMS REQUIRED BY RULES & LAW TO REDACT

Over the years, several procedural directives (#97-08, #99-18, #06-17, & #08-06) have been issued to provide direction on redaction of documents filed with the court. This training includes items required by rule and law as well as current policy on required redaction. These procedures are effective as of April 15th, 2021.

ITEMS REQUIRED BY RULES & LAW TO REDACT

- Social Security Numbers
- Financial Account Numbers
- Dates of Birth (day/month)
- Names of Minor Child(ren)
(all individuals under the age of 18,
who either fall into the "child" role or
who are payees/payors)
- Personal Identification Numbers
- Individual Taxpayer ID Numbers
- Other Unique Identifying Numbers
- Confidential Information as defined by:
[Court Rules Chapter 16.201](#)

[Court Rules of Electronic Procedure Chapter 16](#)
See 16.201 Definitions, 16.602 Protected Information
and 16.605 Manner to Redact Protected Information
[Iowa Rule of Civil Procedures 1.422](#)

ADDITIONAL ITEMS TO REDACT

- Employer names, addresses and logos
- Daycare provider names and addresses
- Case parties phone numbers
- Contact information for other possible fathers and witnesses listed on the intergovernmental form, Declaration in Support of Establishing Parentage
- Home address (except when listed on proof of service documents)

IMPORTANT: If you believe CSRU filed a document with information that should have been redacted, contact your supervisor and local attorney as needed.

Redaction: Required by Rules/Law

PROCESS SPECIFIC INSTRUCTIONS

INTERGOVERNMENTAL FILINGS

Look for protected information on all documents or exhibits you receive from customers or other intergovernmental child support agencies (i.e. forms, pay stubs, etc.) before you file them with the court. You must redact intergovernmental documents filed with Iowa courts in accordance with the redaction procedures in this training, unless the protected information is required or material to the case.

Iowa Code 252K.602(1) requires us to include the SSN on the intergovernmental form - *Letter of Transmittal Requesting Registration*. Therefore, partially redact the SSN using the format XXX-XX-XXX4 (keeping the last digit) on the form when you file it in Iowa. Be sure to review the form for other confidential information that you may also need to redact.

Note: When generating the *Letter of Transmittal Requesting Registration* for another jurisdiction, Iowa's procedures are to not complete the confidential information on the form unless the other jurisdiction specifically requires that information.

This court rule applies to forms, documents or exhibits filed in Iowa. Other intergovernmental child support agencies file forms, documents, or exhibits in their courts according to their laws.



When you send a redacted document to another jurisdiction, do not alter the redacted document to show the dates of birth and child(ren)'s names. This information appears on the additional UIFSA paperwork sent with the order.

When you send the referral to the other jurisdiction, enter a comment in the comment section stating that pursuant to Iowa court rule, CSRU redacts dates of birth and child(ren)'s names on all documents filed with Iowa clerk of court.

When you send a certified order to another state, you do not need to redact any information from the court order.

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PROCESS SPECIFIC INSTRUCTIONS

Establishment and Modification

Guideline applications - Form 470-2640, *Child Support Guidelines Worksheet*

- Provide case parties with a worksheet copy containing the names of the child(ren) on the case and any qualified additional dependents' names and birth dates.
- File a redacted copy of the guidelines worksheet with only initials of the minor child(ren) or minor parents and year of birth for anyone listed on the guidelines worksheet or attachments. Remember to redact information from the QADD section or the COMMENTS section, if necessary.
- Keep a copy of the original, non-redacted copy in the CSRU case file.

Note: When you serve one party with a non-redacted document described in this section, and you are required to serve or send a copy of the same document to the other case party, send a duplicate copy of the non-redacted document to the other case party.

Review and Adjustment

ICAR will generate only one version of each of the 252H forms, which omit dates of birth and child(ren)'s names. The case parties will *not* need forms with dates of birth and child(ren)'s names in a Review or ADMOD process (except as described below), because the parties were notified of this information in a prior establishment action. Serve the case parties with the 252H forms generated in ICAR.

Administrative Modification

Since CSRU needs to inform the case parties about which specific child(ren) are the subjects of an ADMOD action to *add a child*, please use the following procedures:

- Provide case parties with an original Notice of Intent (NOI) listing the full names and dates of birth for the child(ren) you are adding to the order.
- Send the clerk of court a redacted copy of the NOI.
- Keep a copy of the original NOI, or an imaged copy.

Currently, ICAR redacts the child(ren)'s names and dates of birth on the ADMOD NOI. You will need to edit this form to include the full names and full dates of birth of the child(ren) you are adding to the order.

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Redaction: Process-Specific Instructions

Superpower:



Superhero David



Superhero Ginger



Parenting: It's A Life

Module 3: Healthy Relationships

OneLove Collaboration (1:37)



Parenting: It's A Life

Module 3 - Healthy Relationships

Content Conversion

(1:58)



Parenting: It's A Life

Module 3 - Healthy Relationships

Journaling Activity (1:25)



Superpower:



Superhero David



Superhero Ginger



Share
Your



Low-Cost Strategies





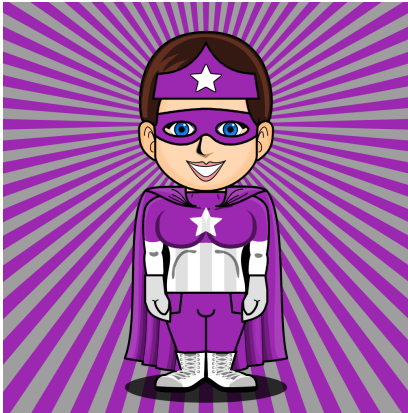
Child Support Training Partnership



If you want to chat more about training superpowers reach out to us or check out our website.



Paula Burns (Captain Dependable)
pburns@dhs.state.ia.us



Kate Goudy (Doctor Motivator)
kgoudy@iastate.edu

