

NEW JERSEY CHILD SUPPORT INSTITUTE

PROJECT OVERVIEW



Established in 2005, New Jersey Child Support Institute (NJCSI) delivers coordinated and comprehensive training to the professionals who work in New Jersey's Child Support Program to ensure that children and their families obtain the financial and medical support they deserve.



NJCSI is a collaborative partnership of the New Jersey Department of Human Services, Division of Family Development, Office of Child Support Services (OCSS); the Judiciary; the County Welfare Agencies (CWA); and the Institute for Families at the School of Social Work, Rutgers, The State University of New Jersey. NJCSI is the first comprehensive training program designed exclusively for the professionals employed in the New Jersey Child Support Program.



NJCSI offers foundational training programs to strengthen child support professionals, leadership and professional development, technical workforce development, and agency-specific certificate tracks. Our development and training teams have expertise in curriculum and training development processes and learning management system (LMS) development and maintenance.



NJCSI delivers training programs to child support staff from New Jersey's County Welfare Agencies, Probation Child Support Enforcement Units, and Family Divisions. NJCSI employs an integrated, Web-based Learning Management System that consolidates registration, enrollment management, evaluation, and reporting functions. NJCSI develops all curricular materials, including hands-on computer simulations, and delivers sessions at three state-of-the-art training facilities throughout New Jersey, as well as upon request at agencies and offices. Instructors include subject-matter experts and former child support professionals with experience in the Office of Child Support Services, the Administrative Office of the Courts, the Judiciary, the Family Divisions, the Probation Child Support Enforcement Units, and the County Welfare Agencies.

TRAINING PROGRAMS

NJCSI offers several modes of training delivery: Instructor-led training at three NJCSI training facilities; blended—instructor-led training augmented with web or computer based instructional technology; web-based training (WBT) accessed through the Learning Management System

CURRICULUM DEVELOPMENT

All courses and instructional technologies are developed using the latest software, hardware, and learning technology trends to build innovative learning solutions. NJCSI uses proven adult learning methodologies to blend tools and practices for self-paced, instructor-led, and virtual learning environments.

OUTREACH

NJCSI works in collaboration with non-profit and community-based organizations, and provides specialized educational outreach programs to child support professionals. NJCSI also participates in regional and national child support and human services conferences as well as local and state-wide training events.



NJCSI's programs undergo a rigorous cycle of needs assessment, development, validation, and evaluation. Our course designers and instructors work in teams with state and local subject matter experts (SMEs) to develop each course. All participants complete pre-and post-training assessments to measure knowledge growth and course evaluations to capture feedback about the effectiveness of the training delivery and course materials.

RUTGERS
School of Social Work

NJCSI HIGHLIGHTS FOR FY 2016

Training Days

- 410 training days were delivered during FY 2016 (July 1, 2015–June 30, 2016)
 - 114 training days delivered at Cherry Hill facility
 - 93 training days delivered at Parsippany facility
 - 174 training days delivered at Princeton facility
 - 29 training days delivered off-site

Attendance

- 8,462 unique professionals attended trainings
- 9,877 duplicated participants attended trainings
 - *Duplicated participants represent participants counted more than once, based on their participation in more than one session.*

Course Offerings

- 318 courses were delivered during FY 2016
 - 197 foundation courses
 - 11 specialized courses
 - 84 elective courses
 - 26 outreach courses

Satisfaction

- Average overall course evaluation score: 9.40
- Most agree trainings were a useful experience
- Most agree children and families benefit from knowledge and skills gained

Pre/Posttests

- Offered for all courses
- Average pretest score: 67%
- Average posttest score: 87%

Training classes are offered year-round at locations throughout the state. More information on the Institute for Families at Rutgers, The State University of New Jersey can be found at <http://socialwork.rutgers.edu/InstituteForFamilies>.