RUTGERS

School of Social Work

New Jersey Child Support Institute

Institute for Families

NJCSI is a collaborative partnership of the New Jersey Department of Human Services, Division of Family Development, Office of Child Support Services; the Judiciary; the County Welfare Agencies; and the Institute for Families at the School of Social Work, Rutgers, The State University of New Jersey

Biannual Report

July through December 2016

CONTENTS:

OVERVIEW OF ACCOMPLISHMENTS

From July 1 through December 31, 2016, the New Jersey Child Support Institute (NJCSI) supported the training for 1,204 unique participants: the Parsippany site trained 393 participants; the Princeton site trained 369 participants; the Cherry Hill site trained 362 participants; and off-site trained 80 participants. In addition, 3,138 child support professionals completed Web-Based Training (WBT), bringing the total number trained to 4,342 participants. NJCSI also accomplished the following:

NJCSI Project Highlights

- NJCSI launched two pilot trainings: Termination Training Coordinators and Locate for County Welfare Agency Staff.
- NJCSI introduced two new courses: Termination Law Training Preview, Termination Training Coordinators.
- Twenty-eight sessions of Data Security in Child Support were delivered for a total of 317 participants. Eight sessions of Termination Training coordinators were delivered for a total of 136 participants.
- Following is a breakdown of participants by agency for the period July 1 through December 31: 42.8% of the unique participants were from the PCSE Units (n = 1,857); 26.9% were from Family Division (n = 1,170); 15.1% were from the CWAs (n = 658); 4.2% were from Finance Division (n= 184); 3.0% were from the OCSS (n = 130); 2.7% were from Xerox (n = 116); 2.2% were from vendors (n = 94); 0.7% were from Stellarware (n = 31); 0.3% were from Sheriff offices (n = 12); and one participant was from DFD and one participant was from Other. Eight-eight participants did not indicate their agency (including some participants in the Development Series for Managers and Supervisors training, n = 21 and Data Security in Child Support off-site trainings, n=67).
- Overall, average knowledge assessment scores increased 18 percentage points, from 69% at pretest to 87% at posttest.
- Participants showed the greatest knowledge gains in Administrative Enforcement Remedies (an improvement of 30 percentage points), followed by Case Closure Theory and Practice for Probation Child Support Enforcement Staff (25 percentage points), and IV-D Theory for New Hires (24 percentage points).

Note: Unique participants refers to the actual count of individual participants. Attendees were counted only once, whether they attended a one-day training session or a multiday training session.

TRAINING COURSES AND EVALUATIONS

This section presents enrollment and evaluation data for each course offered between July 1 and December 31, 2016. Information for each course includes the following:

- Course overview

- Topics covered

- Target audience

- Training dates and locations

- Course enrollment

- Description of training participants (by county and agency affiliation)

- Ratings for the overall training and materials (based on a 10-point scale, with higher scores representing greater satisfaction)

- Average pretest and posttest scores for courses with knowledge assessments (reported as the average percentage of answers correct on the assessment).

Administrative Enforcement Remedies		
Overview: This course focuses on administrative remedies available to enforce the obligations of a support order.	**Topics:** • Obligation types • Case eligibility criteria • Administrative remedies	**Target Audience:** PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
11/03/16	Princeton	9
	Total:	9

Average Work Experience: 5.3 years

Participants (n = 9)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Mercer	3	33.3%
Family	0	0%	AOC	1	11.1%	Middlesex	0	0%
PCSE	8	88.9%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	0	0%	Burlington	0	0%	Ocean	1	11.1%
Xerox	1	11.1%	Camden	0	0%	Passaic	0	0%
			Cape May	0	0%	Salem	0	0%
			Cumberland	0	0%	Somerset	1	11.1%
			Essex	0	0%	Sussex	0	0%
			Gloucester	0	0%	Union	1	11.1%
			Hudson	1	11.1%	Warren	0	0%
			Hunterdon	0	0%	Vendors	1	11.1%

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
03/11/16	Princeton	9	63%	93%	+30 percentage points
Overall Average (by Class):		1	63%	93%	+30 percentage points

Training Experience

Training Date	Location	N	Overall Training	Materials
03/11/16	Princeton	9	9.65	10
Overall Average (by Class):		1	9.65	10

Advanced Law Clerk Training For Family Law Clerks		
Overview: This course focuses on filtering and managing alerts (both action and informational) received by the Probation Child Support Enforcement Units and navigating NJKiDs activity chains.	**Topics:** • Managing both types of alerts • NJKiDs documentation	**Target Audience:** PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
10/17/16	Princeton	8
10/17/16	Cherry Hill	11
10/17/16	Parsippany	15
10/18/16	Princeton	5
10/18/16	Cherry Hill	12
11/22/16	Parsippany	24
	Total:	75

Average Work Experience: 0.5 years

Participants (n = 75)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Hunterdon	0	0%
Family	75	100%	AOC	74	98.7%	Mercer	0	0%
PCSE	0	0%	Rutgers	0	0%	Middlesex	0	0%
Finance	0	0%	Atlantic	0	0%	Monmouth	1	1.3%
CWAs	0	0%	Bergen	0	0%	Morris	0	0%
OCSS	0	0%	Burlington	0	0%	Ocean	0	0%
			Camden	0	0%	Passaic	0	0%
			Cape May	0	0%	Salem	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
10/17/16	Princeton	8	9.21	8.25
10/17/16	Cherry Hill	11	9.72	10.00
10/17/16	Parsippany	15	8.87	9.13
10/18/16	Princeton	5	9.36	9.80
10/18/16	Cherry Hill	12	9.15	9.17
11/22/16	Parsippany	24	8.10	8.33
Overall Average (by Class):		6	9.26	9.27

Alerts Management for PCSE Staff

Overview: This full-day course addresses how to filter and manage action and informational alerts received by PCSE Unit staff and how to move cases along the relevant NJKiDS chains.	**Topics:** • Introduction to Alerts • Processing Activity Chains • Filtering and Prioritizing Alerts • BI Portal to monitor Alerts	**Target Audience:** PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
09/15/16	Cherry Hill	8
	Total:	8

Average Work Experience: 3.8 years

Participants (n = 8)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Mercer	0	0%
Family	0	0%	AOC	1	12.5%	Middlesex	0	0%
PCSE	8	100.0%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	0	0%	Burlington	0	0%	Ocean	0	0%
Xerox	0	0%	Camden	4	50.0%	Passaic	0	0%
			Cape May	0	0%	Salem	0	0%
			Cumberland	3	37.5%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	0	0%	Union	0	0%
			Hudson	0	0%	Warren	0	0%
			Hunterdon	0	0%	Vendors	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	N	Overall Training	Materials
09/15/16	Cherry Hill	8	9.83	9.88
Overall Average (by Class):		1	9.83	9.88

All Staff: Introduction to NJKiDS Reporting		
Overview: This three-hour course covers the Map Analysis tool within BI Portal. Agency-specific report templates have been identified to assist child support professionals with caseload management and to help meet the requirements of the Federal Performance Measures. Identified templates will be reviewed with regard to purpose and need. In addition, printed job aides with instructions for retrieving each report are provided.	**Topics:** • Brief overview of the BI Portal main page • Review of the Map Analysis tool and its options • Review of NJKiDS report types	**Target Audience:** PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
07/21/16	Parsippany	13
07/27/16	Cherry Hill	6
09/21/16	Cherry Hill	4
10/20/16	Parsippany	15
11/16/16	Princeton	6
11/17/16	Parsippany	15
11/29/16	Cherry Hill	6
	Total:	65

Average Work Experience: 8.0 years

Participants (n = 65)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	2	3.1%	Mercer	5	7.7%
Family	4	6.2%	AOC	1	1.5%	Middlesex	0	0%
PCSE	32	49.2%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	2	3.1%	Morris	1	1.5%
CWAs	27	41.5%	Burlington	4	6.2%	Ocean	0	0%
OCSS	2	3.1%	Camden	4	6.2%	Passaic	8	12.3%
			Cape May	0	0%	Salem	0	0%
			Cumberland	2	3.1%	Somerset	2	3.1%
			Essex	20	30.8%	Sussex	2	3.1%
			Gloucester	1	1.5%	Union	0	0%
			Hudson	11	16.9%	Warren	0	0%
			Hunterdon	0	0%	Vendors	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	N	Overall Training	Materials
07/21/16	Parsippany	13	9.53	9.50

07/27/16	Cherry Hill	6	9.53	9.50
09/21/16	Cherry Hill	4	9.33	9.33
10/20/16	Parsippany	15	9.13	9.27
11/16/16	Princeton	6	9.43	9.67
11/17/16	Parsippany	15	8.26	8.67
11/29/16	Cherry Hill	6	9.13	9.17
Overall Average (by Class):		7	9.19	9.30

Case Closure Theory and Practice for Probation Child Support Enforcement Staff		
Overview: The 14 federal case closure reasons are reviewed in this course, but the focus is primarily on the 10 reasons related to the work of PCSE staff. Through an instructor-led demonstration, the general rules for closing a case and the NJKiDs screens used are reviewed. Participants learn the two types of case closure and have an opportunity to access the BI Portal to run reports that assist with closing cases.	**Topics:** • Federal case closure criteria • Federal case closure reasons for PCSE staff • General rules for PCSE case closure • BI Portal reports for case closure	**Target Audience:** PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
11/10/16	Chery Hill	13
11/15/16	Parsippany	15
	Total:	28

Average Work Experience: 10.5 Years

Participants (n = 28)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	1	3.6%	Mercer	6	21.4%
Family	0	0%	AOC	0	0%	Middlesex	0	0%
PCSE	27	96.4%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
OCSS	1	3.6%	Burlington	0	0%	Ocean	1	3.6%
			Camden	1	3.6%	Passaic	10	35.7%
			Cumberland	5	17.9%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	0	0%	Union	0	0%
			Hudson	4	14.3%	Warren	0	0%

Knowledge Assessment

Training Date	Location	N	Pretest	Posttest	Change
11/10/16	Chery Hill	13	61%	92%	+31 percentage points
11/15/16	Parsippany	15	62%	82%	+20 percentage points
Overall Average (by class):		2	62%	87%	+25 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
11/10/16	Chery Hill	13	9.06	9.54
11/15/16	Parsippany	15	9.20	9.27
Overall Average (by class):		2	9.13	9.41

Case Initiation for County Welfare Agencies

Overview:	Topics:	Target Audience:
This course covers the process and procedures associated with case initiation.	• CWA intake pre-screening activities • IV-D services for TANF and GA applicants • Creating NJKiDs cases • Creating DCP&P cases • CPRO screen workflow functionality	All staff

Course Delivery and Participants

Training Date	Location	# of Participants
12/05/16	Cherry Hill	16
12/05/16	Parsippany	16
	Total:	32

Average Work Experience: 7.3 years

Participants (n = 32)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	5	15.6%	Mercer	0	0%
Family	1	3.1%	AOC	0	0%	Middlesex	0	0%
PCSE	0	0%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	26	81.3%	Burlington	0	0%	Ocean	1	3.1%
OCSS	5	15.6%	Camden	4	12.4%	Passaic	5	15.6%
			Cape May	2	6.2%	Salem	1	3.1%
			Cumberland	0	0%	Somerset	0	0%
			Essex	5	15.6%	Sussex	1	3.1%
			Gloucester	4	12.4%	Union	0	0%
			Hudson	4	12.4%	Warren	0	0%
			Hunterdon	0	0%			

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
12/05/16	Cherry Hill	16	82%	86%	+4 percentage points
12/05/16	Parsippany	16	72%	85%	+13 percentage points
Overall Average (by class):		2	77%	86%	+9 percentage points

Training Experience

Training Date	Location	N	Overall Training	Materials
12/05/16	Cherry Hill	16	9.44	9.60
12/05/16	Parsippany	16	9.39	9.43
Overall Average (by class):		2	9.41	9.52

Child Support Guidelines Theory and Practice		
Overview: This session is designed to assist staff members who require additional hands-on support and instruction in the Child Support Guidelines. Previous experience with NJKiDs and the GDLN screen is preferred.	**Topics:** • Child Support Guidelines • Use of NJKiDs • GDLN screen	**Target Audience:** Child support professionals

Course Delivery and Participants

Training Date	Location	# of Participants
07/13/16	Cherry Hill	7
07/20/16	Parsippany	5
07/26/16	Cherry Hill	2
10/13/16	Princeton	7
10/28/16	Parsippany	12
	Total:	33

Average Work Experience: 6.0 years

Participants (n = 33)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Mercer	0	0%
Family	24	72.7%	AOC	1	3.0%	Middlesex	3	9.1%
PCSE	5	15.1%	Atlantic	2	6.1%	Monmouth	1	3.0%
Finance	0	0%	Bergen	0	0%	Morris	1	3.0%
CWAs	4	12.1%	Burlington	2	6.1%	Ocean	1	3.0%
OCSS	0	0%	Camden	0	0%	Passaic	9	27.3%
Other	0	0%	Cape May	3	9.1%	Salem	0	0%
			Cumberland	0	0%	Somerset	1	3.0%
			Essex	6	18.2%	Sussex	2	6.0%
			Gloucester	0	0%	Union	0	0%
			Hudson	0	0%	Warren	1	3.0%
			Hunterdon	0	0%			

Knowledge Assessment

Training Date	Location	N	Pretest	Posttest	Change
07/13/16	Cherry Hill	1	75%	87%	+12 percentage points
07/20/16	Parsippany	5	58%	76%	+18 percentage points
07/26/16	Cherry Hill	2	N/A[a]	N/A[a]	N/A[a]
10/13/16	Princeton	7	71%	88%	+17 percentage points
10/28/16	Parsippany	12	56%	68%	+12 percentage points
Overall Average (by class):		5	65%	80%	+15 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials

07/13/16	Cherry Hill	7	8.92	9.43
07/20/16	Parsippany	5	9.83	10.00
07/26/16	Cherry Hill	2	9.50	9.50
10/13/16	Princeton	7	9.64	9.67
10/28/16	Parsippany	12	7.71	8.00
Overall Average (by class):		5	9.08	9.32

[a] Assessments were not conducted.

Customer Service Financials for PCSE Staff

Overview:	Topics:	Target Audience:
This course focuses on the flow of money through cases in NJKiDs. Foundational financial information is presented.	• Addressing financial questions	PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
07/12/16	Parsippany	5
11/01/16	Parsippany	15
	Total:	20

Average Work Experience: 10.0 years

Participants (n = 20)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	1	5.0%	Mercer	0	0%
Family	1	5.0%	AOC	0	0%	Middlesex	0	0%
PCSE	17	85.0%	Atlantic	0	0%	Monmouth	0	0%
Finance	1	5.0%	Bergen	1	5.0%	Morris	1	5.0%
CWAs	0	0%	Burlington	0	0%	Ocean	0	0%
OCSS	1	5.0%	Camden	0	0%	Passaic	5	25.0%
			Cape May	0	0%	Salem	0	0%
			Cumberland	0	0%	Somerset	0	0%
			Essex	1	5.0%	Sussex	0	0%
			Gloucester	0	0%	Union	1	5.0%
			Hudson	9	45.0%	Warren	1	5.0%
			Hunterdon	0	0%			

Knowledge Assessment

Training Date	Location	N	Pretest	Posttest	Change
07/12/16	Parsippany	5	60%	69%	+9 percentage points
11/01/16	Parsippany	15	69%	77%	+8 percentage points
Overall Average (by class):		2	65%	73%	+8 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
07/12/16	Parsippany	5	9.80	9.80
11/01/16	Parsippany	15	9.29	9.13
Overall Average (by class):		2	9.54	9.47

Data Security in Child Support		
Overview: This course focuses on the process and procedures associated with data security in child support.	**Topics:** - Data security compliance - Confidentiality of FPLS and FTI - Incident report protocol	**Target Audience:** Child support staff, vendors, and contractors

Course Delivery and Participants

Training Date	Location	# of Participants
07/06/2016	Cherry Hill	5
07/07/2016	Parsippany	11
07/12/2016	Cherry Hill	17
07/12/2016	Princeton	10
07/12/2016	Princeton	10
07/14/2016	Cherry Hill	12
07/19/2016	Cherry Hill	2
		4
07/19/2016	Princeton	8
07/19/2016	Princeton	4
07/26/2016	Parsippany	10
07/27/2016	Parsippany	7
07/28/2016	Parsippany	9
08/02/2016	Parsippany	8
08/04/2016	Parsippany	6
08/25/2016	Parsippany	19
08/29/2016	Parsippany	13
09/20/2016	Cherry Hill	12
10/20/2016	Cherry Hill	16
10/25/2016	Off-Site	19
10/25/2016	Off-Site	16
10/27/2016	Off-Site	14
10/27/2016	Off-Site	18
11/03/2016	Cherry Hill	4
11/14/2016	Princeton	9
11/15/2016	Princeton	6
11/15/2016	Cherry Hill	6
11/17/2016	Princeton	12
11/17/2016	Cherry Hill	12
	Total:	317

Average Work Experience: 8.4 years

Participants (n = 317)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	4	1.3%	Middlesex	0	0%
Family	42	13.2%	AOC	4	1.3%	Monmouth	24	7.6%

PCSE	45	14.2%	Atlantic	14	4.4%	Mercer	19	6.0%
Finance	135	42.6%	Bergen	4	1.3%	Morris	9	2.8%
CWAs	18	5.7%	Burlington	16	5.0%	Ocean	8	2.5%
Sheriff	6	1.9%	Camden	14	4.4%	Passaic	9	2.9%
OCSS	3	0.9%	Cape May	3	0.9%	Salem	5	1.6%
Other	1	0.3%	Cumberland	28	8.8%	Somerset	11	3.5%
Not Repotted	67	21.1%	Essex	23	7.3%	Sussex	1	0.3%
			Gloucester	18	5.7%	Union	7	2.2%
			Hudson	24	7.6%	Warren	1	0.3%
			Hunterdon	4	1.3%			

Knowledge Assessment

Training Date	Location	N	Pretest	Posttest	Change
07/26/16	Cherry Hill	5	84%	98%	+14 percentage points
07/07/16	Parsippany	11	80%	92%	+12 percentage points
07/12/16	Cherry Hill	17	70%	96%	+16 percentage points
07/12/16	Princeton	10	84%	92%	+8 percentage points
07/12/16	Princeton	10	85%	95%	+10 percentage points
07/14/16	Cherry Hill	12	69%	93%	+24 percentage points
07/19/16	Cherry Hill	24	72%	93%	+21 percentage points
07/19/16	Princeton	8	73%	90%	+17 percentage points
07/19/16	Princeton	4	63%	77%	+14 percentage points
07/26/16	Parsippany	10	71%	95%	+24 percentage points
07/27/16	Parsippany	7	58%	95%	+37 percentage points
07/28/16	Parsippany	9	61%	83%	+22 percentage points
08/02/16	Parsippany	8	75%	99%	+24 percentage points
08/04/16	Parsippany	6	51%	90%	+39 percentage points
08/25/16	Parsippany	19	73%	89%	+16 percentage points
08/29/16	Parsippany	13	61%	75%	+14 percentage points
09/20/16	Cherry Hill	12	80%	97%	+17 percentage points
10/20/16	Cherry Hill	16	76%	90%	+14 percentage points
10/25/16	Off-Site	19	N/A[a]	N/A[a]	N/A[a]
10/25/16	Off-Site	16	N/A[a]	N/A[a]	N/A[a]
10/27/16	Off-Site	14	N/A[a]	N/A[a]	N/A[a]
10/27/16	Off-Site	18	N/A[a]	N/A[a]	N/A[a]
11/03/16	Cherry Hill	4	81%	100%	+19 percentage points
11/14/16	Princeton	9	79%	89%	+10 percentage points
11/15/16	Princeton	6	75%	92%	+17 percentage points
11/15/16	Cherry Hill	6	82%	95%	+13 percentage points
11/17/16	Princeton	12	67%	88%	+21 percentage points
11/17/16	Cherry Hill	12	70%	93%	+23 percentage points
Overall Average (by class):		28	2%	91%	+19 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
07/26/16	Parsippany	11	9.75	10.00
07/07/16	Cherry Hill	17	8.68	8.20
07/12/16	Princeton	10	9.36	9.60
07/12/16	Princeton	10	9.16	9.30
07/12/16	Cherry Hill	12	9.00	9.17
07/14/16	Cherry Hill	24	9.36	9.71
07/19/16	Princeton	8	9.60	9.67
07/19/16	Princeton	4	8.38	3.83
07/19/16	Parsippany	10	8.68	9.30
07/26/16	Parsippany	7	9.30	9.88
07/27/16	Parsippany	9	8.48	8.88
07/28/16	Parsippany	8	8.40	9.43
08/02/16	Parsippany	6	9.10	9.50
08/04/16	Parsippany	19	8.89	9.32
08/25/16	Parsippany	13	8.70	9.25
08/29/16	Cherry Hill	12	9.26	9.82
09/20/16	Cherry Hill	16	9.63	9.88
10/20/16	Off-Site	19	N/A[a]	N/A[a]
10/25/16	Off-Site	16	N/A[a]	N/A[a]
10/25/16	Off-Site	14	N/A[a]	N/A[a]
10/27/16	Off-Site	18	N/A[a]	N/A[a]
10/27/16	Cherry Hill	4	9.65	10.00
11/03/16	Princeton	9	9.59	9.78
11/14/16	Princeton	6	9.63	9.67
11/15/16	Cherry Hill	6	9.57	9.83
11/17/16	Princeton	12	9.38	9.58
11/17/16	Cherry Hill	12	9.75	9.82
Overall Average (by class):		28	9.17	9.28

[a] Assessments and course evaluations were not conducted at off-site.

Domestic Violence and Child Support

Overview:	Topics:	Target Audience:
This course, designed for all staff, raises awareness about the intersection between child support and domestic violence laws.	• Dynamics of domestic violence • Obtaining effective information during the application process • Sensitivity • Abusive relationships • Confidentiality and barriers that keep victims from leaving	All staff

Course Delivery and Participants

Training Date	Location	# of Participants
11/02/16	Princeton	19
	Total:	19

Average Work Experience: 6.4 years

Participants (n =19)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	3	15.7%	Mercer	0	0%
Family	2	10.5%	AOC	0	0%	Middlesex	0	0%
PCSE	9	47.3%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	5	26.3%	Burlington	3	15.7%	Ocean	0	0%
OCSS	3	15.7%	Camden	2	10.5%	Passaic	0	0%
Other	0	0%	Cape May	0	0%	Salem	1	1.9%
			Cumberland	4	21.0%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	6	31.2%	Union	0	0%
			Hudson	0	0%	Warren	0	0%
			Hunterdon	0	0%			

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
11/02/16	Princeton	19	9.07	9.42
Overall Average (by class):		1	9.07	9.42

Essentials for Business Communication		
Overview: This course provides interaction tools to help staff communicate more effectively. Participants will learn essential skills for various modes of communication.	**Topics:** • Face-to-face • Telephone • Email	**Target Audience:** All staff

Course Delivery and Participants		
Training Date	*Location*	*# of Participants*
11/09/16	Cherry Hill	13
	Total:	13

Average Work Experience: 6.1 years

Participants (n = 13)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	1	7.6%	Mercer	1	7.6%
Family	1	7.6%	AOC	1	7.6%	Middlesex	0	0%
PCSE	2	15.3%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	9	69.2%	Burlington	0	0%	Ocean	0	0%
OCSS	1	7.6%	Camden	0	0%	Passaic	0	0%
Other	0	0%	Cape May	0	0%	Salem	2	15.7%
			Cumberland	1	7.6%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	7	53.8%	Union	0	0%
			Hudson	0	0%	Warren	0	0%
			Hunterdon	0	0%			

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	*Location*	*n*	*Overall Training*	*Materials*
11/09/16	Cherry Hill	13	9.43	9.62
Overall Average (by class):		1	9.43	9.62

Financials for Non-financial Staff Training

Overview:	Topics:	Target Audience:
This course provides an overview of the financial screens and activities on NJKiDs accessed by staff from all agencies.	• Overview of NJKiDs screens and activities • Receipts • Distribution and disbursement • Holds and financial notes	All non-financial staff

Course Delivery and Participants

Training Date	Location	# of Participants
11/01/16	Cherry Hill	16
	Total:	16

Average Work Experience: 6.5 years

Participants (n = 16)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	3	18.7%	Mercer	0	0%
Family	0	0%	AOC	0	0%	Middlesex	0	0%
PCSE	4	25%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	9	56.3%	Burlington	0	0%	Ocean	0	0%
OCSS	3	18.7%	Camden	1	6.3%	Passaic	0	0%
Other	0	0%	Cape May	0	0%	Salem	2	12.5%
			Cumberland	4	25.0%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	6	37.5%	Union	0	0%
			Hudson	0	0%	Warren	0	0%
			Hunterdon	0	0%			

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
11/01/16	Cherry Hill	16	60%	75%	+15 percentage points
Overall Average (by class):		1	60%	75%	+15 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
11/01/16	Cherry Hill	16	9.38	9.56
Overall Average (by class):		1	9.38	9.56

IV-D Theory for New Hires		
Overview: This five-day course focuses on the statutes, regulations, and judicial rules that form the foundation of New Jersey's Title IV-D CSE Program.	**Topics:** • Statutes, regulations, and judicial rules of the New Jersey Title IV-D CSE Program • Child support areas from case initiation through case closure	**Target Audience:** First-year OCSS, CWA, AOC, and local judicial staff

Course Delivery and Participants

Training Date	Location	# of Participants
09/12/16	Parsippany	21
10/03/16	Cherry Hill	17
10/24/16	Princeton	19
	Total:	57

Average Work Experience: 1.8 years

Participants (n = 57)

Agency Affiliation	n	%	County or State Affiliation					
OCSS	0	0%	DFD	0	0%	Mercer	3	5.3%
Family	11	19.3%	AOC	3	5.3%	Middlesex	2	3.5%
PCSE	36	63.2%	Atlantic	0	0%	Monmouth	6	10.5%
Finance	2	3.5%	Bergen	1	1.8%	Morris	7	12.3%
CWAs	8	14.0%	Burlington	1	1.8%	Ocean	2	3.5%
Vendor	0	0%	Camden	5	8.8%	Passaic	4	7.0%
Other	0	0%	Cape May	1	1.8%	Salem	2	3.5%
			Cumberland	2	3.5%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	4	7.0%	Union	6	10.5%
			Hudson	5	8.8%	Warren	3	5.3%
			Hunterdon	0	0%	Other	0	0%

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
09/12/16	Parsippany	21	56%	74%	+18 percentage points
10/03/16	Cherry Hill	17	61%	91%	+30 percentage points
10/24/16	Princeton	19	57%	87%	+30 percentage points
Overall Average (by class):		3	59%	83%	+24 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
09/12/16	Parsippany	21	9.06	9.22
10/03/16	Cherry Hill	17	9.58	9.69
10/24/16	Princeton	19	9.40	9.67
Overall Average (by class):		3	9.32	9.45

Judicial Enforcement Remedies		
Overview: This course focuses on Judicial Enforcement Remedies and other enforcement activities.	**Topics:** • Cost-of-living adjustments • Arrears payback amount adjustments • Bankruptcy • National Medical Support Notice • Dependent insurance information	**Target Audience:** PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
11/01/16	Parsippany	8
11/10/16	Princeton	10
	Total:	18

Average Work Experience: 7.9 years

Participants (n = 18)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	3	16.6%	Mercer	4	22.2%
Family	0	0%	AOC	1	5.5%	Middlesex	0	0%
PCSE	14	77.7%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
Xerox	1	5.5%	Burlington	2	11.1%	Ocean	1	5.5%
OCSS	3	16.6%	Camden	1	5.5%	Passaic	0	0%
			Cumberland	2	11.1%	Salem	0	0%
			Gloucester	0	0%	Somerset	0	0%
			Hudson	2	11.1%	Union	1	5.5%
			Hunterdon	0	0%	Vendors	1	5.5%

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
11/01/16	Parsippany	8	70%	96%	+26 percentage points
11/10/16	Princeton	10	82%	92%	+10 percentage points
Overall Average (by class):		2	76%	94%	+18 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
11/01/16	Parsippany	8	9.68	9.75
11/10/16	Princeton	10	9.48	9.70
Overall Average (by class):		2	9.58	9.72

Law Clerk Training for Family Law Clerks

Overview:	Topics:	Target Audience:
This course provides an overview of the Child Support Program and computer-based training on the New Jersey Child Support Guidelines.	• Basic navigation in NJKiDs • Calculating child support amounts	Family Law Clerks

Course Delivery and Participants

Training Date	Location	# of Participants
08/31/16	Princeton	21
08/31/16	Cherry Hill	20
08/31/16	Parsippany	13
08/31/16	Parsippany	10
09/01/16	Princeton	13
09/01/16	Parsippany	14
09/01/16	Cherry Hill	14
09/01/16	Parsippany	14
	Total:	119

Average Work Experience: 0.5 years

Participants (n = 119)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Mercer	0	0%
Family	119	100%	AOC	87	73.1%	Middlesex	0	0%
PCSE	0	0%	Atlantic	0	0%	Monmouth	4	3.3%
Finance	0	0%	Bergen	0	0%	Morris	6	5.0%
CWAs	0	0%	Burlington	2	1.6%	Ocean	0	0%
OCSS	0	0%	Camden	0	0%	Passaic	1	0.9%
			Cape May	0	0%	Salem	1	0.9%
			Cumberland	0	0%	Somerset	0	0%
			Essex	15	12.6%	Sussex	2	1.6%
			Gloucester	1	0.9%	Union	0	0%
			Hudson	0	0%	Warren	0	0%
			Hunterdon	0	0%	Other	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
08/31/16	Princeton	21	7.17	7.52
08/31/16	Cherry Hill	20	9.47	9.94
08/31/16	Parsippany	13	8.20	8.46
08/31/16	Parsippany	10	9.25	9.58

09/01/16	Princeton	13	8.31	9.46
09/01/16	Parsippany	14	8.53	9.29
09/01/16	Cherry Hill	14	9.24	9.64
09/01/16	Parsippany	14	9.60	9.71
Overall Average (by class):		8	8.61	9.09

Locate for County Welfare Agency (CWA) Staff- Pilot Session

Overview:	Topics:	Target Audience:
This course covers the process and procedures associated with location.	• Performance measures • Confidentiality • Member Address History (AHIS) screen • Member Employment History (EHIS) screen • Federal Parent Locator Service (FPLS) • Federal Case Registry (FCR) • State Services Portal (SSP) • Social Security Number (SSN) hierarchy • Address hierarchy • CSENet, and informational alerts.	CWA staff

Course Delivery and Participants

Training Date	Location	# of Participants
12/15/16	Princeton	10
	Total:	10

Average Work Experience: 7.3 years

Participants (n = 10)

Agency Affiliation	n	%	County or State Affiliation					
CWAs	6	60.0%	DFD	4	40.0%	Mercer	2	20.0%
Family	0	0%	AOC	0	0%	Middlesex	0	0%
PCSE	0	0%	Atlantic	0	0%	Monmouth	2	20.0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
Xerox	0	0%	Burlington	1	10.0%	Ocean	0	0%
OCSS	4	40.0%	Camden	0	0%	Passaic	0	0%
			Cumberland	0	0%	Salem	0	0%
			Essex	1	10.0%	Somerset	0	0%
			Hudson	0	0%	Union	0	0%
			Hunterdon	0	0%	Vendors	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
12/15/16	Princeton	10	N/A[a]	N/A[a]
Overall Average (by class):		1	N/A[a]	N/A[a]

[a] Pilot class does not include a course evaluation.

Professional Development Series for Managers and Supervisors		
Overview: This eight-day, cohort-style training program provides novice and experienced managers and supervisors with the necessary skills to effectively lead their staff and their organization.	**Topics:** • Fundamentals of management • Managing effectively • Decision making and problem solving • Communication skills • Team building • Managing the organization • Growing the organization Action planning	**Target Audience:** Managers and Supervisors

Course Delivery and Participants

Training Date	Location	# of Participants
07/07/16	Princeton	12
09/22/16	Cherry Hill	11
	Total:	23

Average Work Experience: 0.8 years

Participants (n = 23)

Agency Affiliation	n	%	County or State Affiliation					
DFD	1	4.3%	DFD	1	4.3%	Mercer	0	0%
Family	0	0%	AOC	0	0%	Middlesex	0	0%
PCSE	0	0%	Rutgers	0	0%	Monmouth	0	0%
Finance	0	0%	Atlantic	0	0%	Morris	0	0%
CWAs	0	0%	Bergen	0	0%	Ocean	0	0%
Vendor	1	4.3%	Burlington	0	0%	Passaic	0	0%
Not Reported	21	91.4%	Camden	0	0%	Salem	0	0%
			Cape May	0	0%	Somerset	0	0%
			Cumberland	0	0%	Sussex	0	0%
			Essex	0	0%	Union	0	0%
			Gloucester	0	0%	Warren	0	0%
			Hudson	0	0%	Guest	1	4.3%
			Hunterdon	0	0%	Not Reported	21	91.4%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
7/11/2016	Princeton	12	N/A[a]	N/A[a]
09/22/16	Cherry Hill	11	10.0	10.0
Overall Average (by class):		2	10.0	10.0

[a] Course evaluations were not conducted.

Microsoft Excel—Beginner

Overview:	Topics:	Target Audience:
This course introduces Microsoft Excel, version 2010, screens, terminology, and basic functionality.	• Navigating workbooks • Selecting, entering, and editing data • Saving and printing	All staff

Course Delivery and Participants

Training Date	Location	# of Participants
11/09/16	Princeton	7
	Total:	7

Average Work Experience: 8.7 years

Participants (n = 7)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	3	42.8%	Mercer	0	0%
Family	2	28.5%	AOC	0	0%	Middlesex	0	0%
PCSE	2	28.5%	Rutgers	0	0%	Monmouth	0	0%
Finance	0	0%	Atlantic	0	0%	Morris	0	0%
CWAs	0	0%	Bergen	0	0%	Ocean	0	0%
OCSS	3	42.8%	Burlington	1	14.2%	Passaic	0	0%
Vendor	0	0%	Camden	0	0%	Salem	0	0%
			Cape May	0	0%	Somerset	0	0%
			Cumberland	0	0%	Sussex	0	0%
			Essex	2	28.5%	Union	0	0%
			Gloucester	0	0%	Warren	1	14.2%
			Hudson	0	0%	Guest	0	0%
			Hunterdon	0	0%			

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
11/09/16	Princeton	7	9.79	10.0
Overall Average (by class):		1	9.79	10.0

NJKiDs Lab: Basic Navigation and Functionality

Overview:	Topics:	Target Audience:
This lab focuses on searching and filtering data from screen to screen, screen anatomy, and troubleshooting. Instructor-led, hands-on demonstrations and activities are included.	• Filtering data • Screen anatomy • Screen to screen navigation • Troubleshooting	Child support professionals

Course Delivery and Participants

Training Date	Location	# of Participants
07/27/16	Cherry Hill	7
09/21/16	Cherry Hill	7
09/28/16	Parsippany	15
11/16/16	Princeton	12
11/29/16	Chery Hill	7
	Total:	48

Average Work Experience: 1.8 years

Participants (n = 48)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Mercer	4	8.3%
Family	10	20.8%	AOC	3	6.3%	Middlesex	2	4.1%
PCSE	32	66.6%	Rutgers	0	0%	Monmouth	0	0%
Finance	1	2.0%	Atlantic	0	0%	Morris	6	12.5%
CWAs	4	8.3%	Bergen	0	0%	Ocean	1	2.0%
OCSS	0	0%	Burlington	1	2.0%	Passaic	2	4.1%
Sheriff	1	2.0%	Camden	8	16.6%	Salem	0	0%
			Cape May	1	2.0%	Somerset	0	0%
			Cumberland	5	10.4%	Sussex	1	2.0%
			Gloucester	2	4.1%	Union	3	6.3%
			Hudson	7	0%	Warren	2	4.1%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
07/27/16	Cherry Hill	7	9.31	9.71
09/21/16	Cherry Hill	7	9.73	9.83
09/28/16	Princeton	15	9.45	9.60
11/16/16	Princeton	12	8.77	9.33
11/29/16	Cherry Hill	7	9.63	10.00
Overall Average (by class):		5	9.38	9.70

Termination Law Training Preview		
Overview: This 1 day session is designed to provide a preview of the curriculum, concepts and law regarding the new Termination Law.	**Topics:** • Termination Law	**Target Audience:** All staff

Course Delivery and Participants

Training Date	Location	# of Participants
08/17/16	Princeton	17
	Total:	17

Average Work Experience: 12.8 years

Participants (n = 17)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	9	52.9%	Hunterdon	0	0%
Family	0	0%	AOC	6	35.2%	Mercer	0	0%
PCSE	6	35.2%	DHS	0	0%	Middlesex	0	0%
Finance	1	5.8%	Atlantic	0	0%	Monmouth	0	0%
CWAs	1	5.8%	Bergen	1	5.8%	Morris	0	0%
OCSS	9	52.9%	Burlington	0	0%	Ocean	0	0%
Other	0	0%	Camden	0	0%	Passaic	0	0%
			Cape May	0	0%	Salem	0	0%
			Cumberland	0	0%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	1	5.8%	Union	0	0%
			Hudson	0	0%	Warren	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
08/17/16	Princeton	17	N/A[a]	N/A[a]
Overall Average (by class):		1	N/A[a]	N/A[a]

[a] This course does not include a course evaluation.

Termination Training Coordinators		
Overview: • Become experts on the new law, the continuation and noticing process, and the NJKiDS Termination chain • Guide their offices through the initial wave of notices and continuation requests • Report any issues and frequently asked questions to the TTC committee	**Topics:** • NJ New Termination Law • Giving Notices and continuation of request • Respond to FAQ's	**Target Audience:** All staff

Course Delivery and Participants

Training Date	Location	# of Participants
09/08/16	Princeton (Pilot session)-Training the Trainer	12
09/19/16	Princeton	13
09/19/16	Cherry Hill	28
09/19/16	Parsippany	18
09/23/16	Cherry Hill	20
09/23/16	Princeton	12
09/23/16	Parsippany	12
09/28/16	Princeton	21
	Total:	136

Average Work Experience: 12.8 years

Participants (n = 136)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	28	20.6%	Hunterdon	4	2.9%
Family	36	26.5%	AOC	11	8.1%	Mercer	6	4.4%
PCSE	59	43.3%	Atlantic	3	2.2%	Middlesex	6	4.4%
Finance	1	0.7%	Bergen	4	2.9%	Monmouth	5	3.6%
CWAs	7	5.1%	Burlington	6	4.4%	Morris	3	2.2%
OCSS	28	20.6%	Camden	4	2.9%	Ocean	5	3.6%
Xerox	5	3.7%	Cape May	4	2.9%	Passaic	4	2.9%
			Cumberland	5	3.6%	Salem	5	3.6%
			Essex	5	3.6%	Somerset	4	2.9%
			Gloucester	3	2.2%	Sussex	4	2.9%
			Hudson	5	3.6%	Union	5	3.6%
			Vendors	5	3.6%	Warren	2	1.4%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
09/08/16	Princeton	12	N/A[a]	N/A[a]
09/19/16	Princeton	13	9.88	9.85
09/19/16	Cherry Hill	28	8.85	9.21
09/19/16	Parsippany	18	8.97	8.61
09/23/16	Cherry Hill	20	9.35	9.63
09/23/16	Princeton	12	9.82	9.91
09/23/16	Parsippany	12	9.60	9.67
09/28/16	Princeton	21	9.21	9.30
Overall Average (by class):		8	9.38	9.45

[a] Pilot class does not include a course evaluation.

Triennial Review: Theory and Practice		
Overview: This course covers the rules, regulations, and processes associated with a triennial review.	**Topics:** • Exemptions from a triennial review • Good Cause • Court Rule 5:6A • NJKiDs screens used during the triennial review process	**Target Audience:** CWA staff

Course Delivery and Participants

Training Date	Location	# of Participants
07/26/16	Cherry Hill	9
11/28/16	Parsippany	5
	Total:	14

Average Work Experience: 7.6 years

Participants (n = 14)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	2	14.3%	Mercer	1	7.1%
Family	0	0%	AOC	0	0%	Middlesex	0	0%
PCSE	3	21.4%	Atlantic	2	14.3%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	9	64.3%	Burlington	0	0%	Ocean	2	14.3%
OCSS	2	14.3%	Camden	2	14.3%	Passaic	2	14.3%
Vendors	0	0%	Cape May	0	0%	Salem	1	7.1%
			Cumberland	0	0%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	0	0%	Union	2	14.3%
			Hudson	0	0%	Warren	0	0%
			Hunterdon	0	0%	Vendors	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
07/26/16	Cherry Hill	9	9.56	9.78
11/28/16	Parsippany	5	9.76	10.0
Overall Average (by class):		2	9.66	9.89

True Colors								

Overview:			Topics:			Target Audience:		
This interactive professional development workshop promotes self-awareness, effective communication, and team building.			• Determination of each participant's color spectrum • Extroversion versus introversion • Strengths and values			All staff		

Course Delivery and Participants

Training Date	Location	# of Participants
10/13/16	Off-Site	13
	Total:	13

Average Work Experience: 12.6 years

Participants (n = 13)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Hunterdon	0	0%
Family	0	0%	AOC	0	0%	Mercer	0	0%
PCSE	13	100%	Rutgers	0	0%	Middlesex	0	0%
Finance	0	0%	Atlantic	0	0%	Monmouth	0	0%
CWAs	0	0%	Bergen	0	0%	Morris	0	0%
OCSS	0	0%	Burlington	0	0%	Ocean	0	0%
Other	0	0%	Camden	0	0%	Passaic	13	100%
			Cape May	0	0%	Salem	0	0%
			Cumberland	0	0%	Somerset	0	0%
			Essex	0	0%	Sussex	0	0%
			Gloucester	0	0%	Union	0	0%
			Hudson	0	0%	Warren	0	0%

Knowledge Assessment

	Pretest	Posttest	Change
This class does not include a knowledge assessment.	N/A	N/A	N/A

Training Experience

Training Date	Location	n	Overall Training	Materials
10/13/16	Off-Site	13	9.07	9.33
Overall Average (by class):		1	9.07	9.33

UIFSA Foundations		
Overview: This course covers the UIFSA requirements regarding the processing of interstate child support cases.	**Topics:** • Identify and use federal and local tools to assist in establishing, enforcing, and modifying orders in interstate child support cases	**Target Audience:** All staff

Course Delivery and Participants

Training Date	Location	# of Participants
08/11/16	Princeton	16
09/21/16	Parsippany	15
	Total:	31

Average Work Experience: 6.2 years

Participants (n = 31)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	2	6.5%	Mercer	7	22.6%
Family	13	41.9%	AOC	3	9.7%	Middlesex	1	3.2%
PCSE	10	32.3%	Atlantic	0	0%	Monmouth	2	6.5%
Finance	0	0%	Bergen	1	3.2%	Morris	3	9.7%
CWAs	6	19.4%	Burlington	0	0%	Ocean	0	0%
OCSS	2	65%	Camden	0	0%	Passaic	3	9.7%
Xerox	0	0%	Cape May	0	0%	Salem	0	0%
			Cumberland	0	0%	Somerset	2	6.5%
			Essex	1	3.2%	Sussex	4	12.9%
			Gloucester	0	0%	Union	0	0%
			Hudson	2	6.5%	Warren	0	0%
			Hunterdon	0	0%	Vendors	0	0%

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
08/11/16	Princeton	16	55%	75%	+20 percentage points
09/21/16	Parsippany	15	55%	66%	+11 percentage points
Overall Average (by class):		2	55%	71%	+16 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
08/11/16	Princeton	16	N/A[a]	N/A[a]
09/21/16	Parsippany	15	8.80	8.94
Overall Average (by class):		2	8.80	8.94

[a] Participant did not provide evaluations because of a computer issue.

Using CSENet and QUICK to Manage a Caseload

Overview:	Topics:	Target Audience:
This course focuses on using the CSENet and NJKiDs screens to communicate with other agencies. A demonstration of the QUICK tool is also included.	• Explaining the CSENet communication process • Describing screen functions on the ISIN screen • Identifying CSENet messages, related fields, and how a message is used • Sending a CSENet message • Listing and explaining the function of screens associated with CSENet communications • Retrieving data from CSENet tabs • Using the OCSE state services portal	PCSE Unit staff

Course Delivery and Participants

Training Date	Location	# of Participants
11/10/16	Parsippany	15
	Total:	15

Average Work Experience: 8.7 years

Participants (n = 15)

Agency Affiliation	n	%	County or State Affiliation					
DFD	0	0%	DFD	0	0%	Mercer	0	0%
Family	1	6.6%	AOC	0	0%	Middlesex	0	0%
PCSE	9	60.0%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	1	6.6%	Morris	0	0%
CWAs	5	33.3%	Burlington	0	0%	Ocean	0	0%
OCSS	0	0%	Camden	0	0%	Passaic	7	46.6%
			Cape May	0	0%	Salem	0	0%
			Cumberland	0	0%	Somerset	1	6.6%
			Essex	2	13.3%	Sussex	1	6.6%
			Gloucester	0	0%	Union	2	13.3%
			Hudson	0	0%	Warren	1	6.6%
			Hunterdon	0	0%			

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
11/10/16	Parsippany	15	54%	69%	+15 percentage points
Overall Average (by class):		1	54%	69%	+15 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
11/10/16	Parsippany	15	9.04	9.20
Overall Average (by class):		1	9.04	9.20

Xerox SDU Customer Service Lab Training		
Overview: This six-hour session provides participants with hands-on activities regarding NJKiDs screens.	**Topics:** • Hands-on activities regarding NJKiDs screens	**Target Audience:** All staff

Course Delivery and Participants

Training Date	Location	# of Participants
08/09/16	Princeton	15
09/13/16	Princeton	11
12/05/16	Princeton	23
12/19/16	Princeton	12
	Total:	61

Average Work Experience: 0.9 years

Participants (n = 61)

Agency Affiliation	n	%	County or State Affiliation					
OCSS	1	1.6%	DFD	1	1.6%	Mercer	0	0%
Family	0	0%	AOC	0	0%	Middlesex	0	0%
PCSE	0	0%	Atlantic	0	0%	Monmouth	0	0%
Finance	0	0%	Bergen	0	0%	Morris	0	0%
CWAs	0	0%	Burlington	0	0%	Ocean	0	0%
Xerox	60	98.4%	Camden	0	0%	Passaic	0	0%
			Cape May	0	0%	Vendors	60	98.4%

Knowledge Assessment

Training Date	Location	n	Pretest	Posttest	Change
08/09/16	Princeton	15	75%	94%	+19 percentage points
09/13/16	Princeton	11	69%	76%	+7 percentage points
12/05/16	Princeton	23	N/A[a]	N/A[a]	N/A[a]
12/19/16	Princeton	12	N/A[b]	N/A[b]	N/A[b]
Overall Average (by class):		4	72%%	85%	+13 percentage points

Training Experience

Training Date	Location	n	Overall Training	Materials
08/09/16	Princeton	15	8.51	8.62
09/13/16	Princeton	11	N/A[c]	N/A[c]
12/05/16	Princeton	23	N/A[a]	N/A[a]
12/19/16	Princeton	12	9.11	9.20
Overall Average (by class):		2	9.11	9.20

[a] Assessments and course evaluations were not conducted.

[b] Course evaluation was not conducted.

[c] Participants did not provide course feedback.