Planning Training for Child Support Workers

Child Support Assessment Tool

The checklist is designed to be used as a template for Child Support (CS) agencies.
It identifies knowledge and skills necessary for CS job functions.

This template is designed to give your agency a starting point on assessing knowledge and skills related to CS operations. It can be used in many ways, from a self-assessment to a supervisory assessment to a training needs assessment.

➢ Child Support Assessment Tool - PDF
➢ Child Support Assessment Tool – Word

Mentoring Guides

The Child Support Case Worker and Director Mentoring Guide Desk Aids provide suggested readings and activities to learn any of the 18 functional areas within child support. This is a great resource for on-the-job training.

Child Support New Director Mentoring Guide
➢ PDF Version
➢ Word Version

Child Support Case Worker Mentoring Guide
➢ PDF Version
➢ Word Version

Onboarding Plans

The Initial Onboarding Plan provides training and mentoring guidance for new employees in the first two weeks of employment. Required and basic courses are included.

The Onboarding Plan includes KIDS Exercises for workers to get more KIDS practice on training region cases.

Additional Onboarding Plans

After completing the Initial Onboarding Plan, access the below additional plans.

➢ Case Worker Training Plan (*Access this before moving on to any additional plan*)
➢ Financials Training Plan
➢ Enforcement Training Plan
➢ Intergovernmental Training Plan
➢ Review & Adjust Training Plan

New Directors

Are you a new Child Support Agency Director? See the New Director Orientation Resource Page! This page contains orientation materials for new directors.