Instructor Led	Times Taught Per Year	Hours
Administrative Assistants Quarterly Meeting	4	3
Annual Notice	2	2
Case Closure Part 1	3	3
Case Closure Part 2	3	3
Child Support Guidelines	2	3
Contempt	2	3
Dollars & Sense		1
Enforcement Basics & Beyond - Part 2	2	2
Enforcement Basics & Beyond - Part 3	2	2
Family Violence	2	6
FIDM Processing	2	2
Finance for Finance	3	3
Fireside Chat		1
Hope Huddles	4	1
Intergovernmental and Multiple Alleged Fathers	2	2
Intergovernmental Happy Hour		1
Interstate Tools - Child Support Portal	2	3
Juvenile	2	3
Managing Child Support Undistributed Payments (UNDL)	2	3
Medical	2	6
Money Talks	2	1
NOIR Process	2	2
OnBase Boost	4	1
Order Up!	2	2
Outgoing Intergovernmental Process	2	6
P & E Research, Documents, and Prior Support	2	3
Pended Receipts and EBS (PNDL)	2	3
Recording and Managing Overpayments	2	3
Review and Adjust	2	3
Right Sizing Orders and Multi-Mods	2	3
Paternity & Establishment Genetic Testing	2	1
Paternity Pre-Audit	2	2
PATHS Microlearning	4	1
Protecting Information (FTI/PII)	2	6
Uniform Parentage Act	2	2
35 Courses		
88 Live Courses Managed by Child Support Services		

Large Learning Groups	Times Taught Per Year	Hours
Annual Policy Trainings	1	2
Caseworker Summit Day 1	1	6
Caseworker Summit Day 2	1	6
Certification Program Question Writing Summit	1	20
CSS Academy	6	30
CSS Administrative Staff Annual Training (2 Days)	1	12
CSS Attorney Training	2	6
CSS Legal Leadership Institute (LLI)	4	6
CSS OM/MA Day 1	2	6
CSS OM/MA Day 2	2	6
CSS Supervisory Leadership Institute (SLI) Day 1	3	6
CSS Supervisory Leadership Institute (SLI) Day 2	3	6
12 Courses		

Online Self-Paced Learning	Hours
Arrearage Computation	2
Building an Obligation in OSIS	1
Child Support Law & Policy	1
Child Support Safety Training	1
Cross Referencing	1
CSS Ethics	1
CSS Orientation Part 1	1
CSS Orientation Part 2	1
CSS Orientation Part 3	1
DHS - Domestic Violence	1
Domestic Violence and the Impact on Children	1
Enforcement Basics & Beyond - Part 1	1
Family Violence	3
Finance Access *	1
Finance for Everyone *	1
Genetic Testing Certification	1
How to Read a Court Order	1
Intergovernmental Basics	1
Interstate Tools - CSNet	1
Older Adult Abuse and Intimate Partner Violence	1
OSIS Screen Simulations	2
Paternity Establishment	1
Performance Measures for CSS Professionals	1
Reading OSIS Screens for Non-CSS Workers	1
Review & Adjust: Collect and Categorize Data	1
Review & Adjust: Updating the OBLRV Screen	1
Safeguarding IRS Information	1
Social Media for Locate *	1
Strangulation	1
TANF Research	1
Using eKIDS for Child Support Information	1
Voluntary Paternity Acknowledgment	1
Wellness for Child Support	1
33 Courses	
* Course requires > 80% on Course Evaluation Quiz for credit	

Certification Program
Case Fundamentals Certification Pre-Assessment *
Case Fundamentals Certification Assessment
Communications Certification Pre-Assessment *
Communications Certification Assessment
Ethics Certification Pre-Assessment *
Ethics Certification Assessment
Enforcement Certification Pre-Assessment *
Enforcement Certification Assessment
Establishment Certification Pre-Assessment *
Establishment Certification Assessment
Finance Certification Pre-Assessment *
Finance Certification Assessment
Intergovernmental Certification Pre-Assessment *
Intergovernmental Certification Assessment
Medical Certification Pre-Assessment *
Medical Certification Assessment
Recertification Pre-Assessment *
Recertification Assessment
18 Courses
* All Certification Pre-Assessments are contained in one course

Child Support Services Training Universe

Updated September 2026