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Arapahoe County TANF/OCSE

Incorporating NCP into the TANF Program

Arapahoe County, Colorado

Bob Prevost, Deputy Director

Pamela Olesen, TANF Administrator

Maureen Alexander, CSE Supervisor



Acronyms

- APA – Administrative Process Action
- CO-PEP – Colorado Parent Employment Project
- CP – Custodial Parent
- CSPED – C/S Parent Employment Demonstration grant
- NCP – Non-custodial parent
- CSS – Child Support Services (formerly CSE)
- OCSE – Federal Office of C/S Enforcement
- SNAP – Supplemental Nutrition Assistance Program
- TANF – Temporary Assistance for Needy Families
- WPR – Work Participation Rate



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NCP / CP Services - Current

NCP Services

- Fatherhood Class
- Relationship Education Class
- Workforce Services
- Parenting Classes
- Mediation Services
- Domestic Violence Classes
- Drug/Alcohol Classes
- Eligibility referrals (SNAP, Med, child care, etc.)

CP Services

- Education requirements
- Workforce requirements
- Parenting and/or Mediation services so long as NCP has requested to participate.



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NCP / CP Services - Projected

NCP Services

- Fatherhood Class
- Relationship Education Class
- Workforce Services
- Parenting Classes
- Mediation Services
- Domestic Violence Classes
- Drug/Alcohol Classes
- Eligibility referrals (SNAP, Med, child care, etc.)

CP Services

- Motherhood Class
- Relationship Education
- Education requirements
- Workforce Services
- Parenting Classes
- Mediation services
- Domestic Violence Classes
- Drug/Alcohol Classes



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NCP Employment Svcs.

- Parents to Work: This program ran from 2008 – 2012 (now CSPED)
 - The ability for a parent to pay and the willingness of a parent to pay were the two most important factors in determining if a parent would make consistent monthly child support payments.
 - Getting someone a job prior to identifying and removing the barriers that kept that person from either becoming employed or remaining employed resulted in sporadic child support payments being made.
 - Early Intervention: This program began in 2013 to identify barriers that kept NCPs from being able to make consistent monthly payments.
 - Supportive Services (CO-PEP / CSPED) As identified, the correct class, training or service needed to assist in barrier removal was matched with the specific individual's needs. Thus far, we have seen an 80% payment compliance rate on those cases.



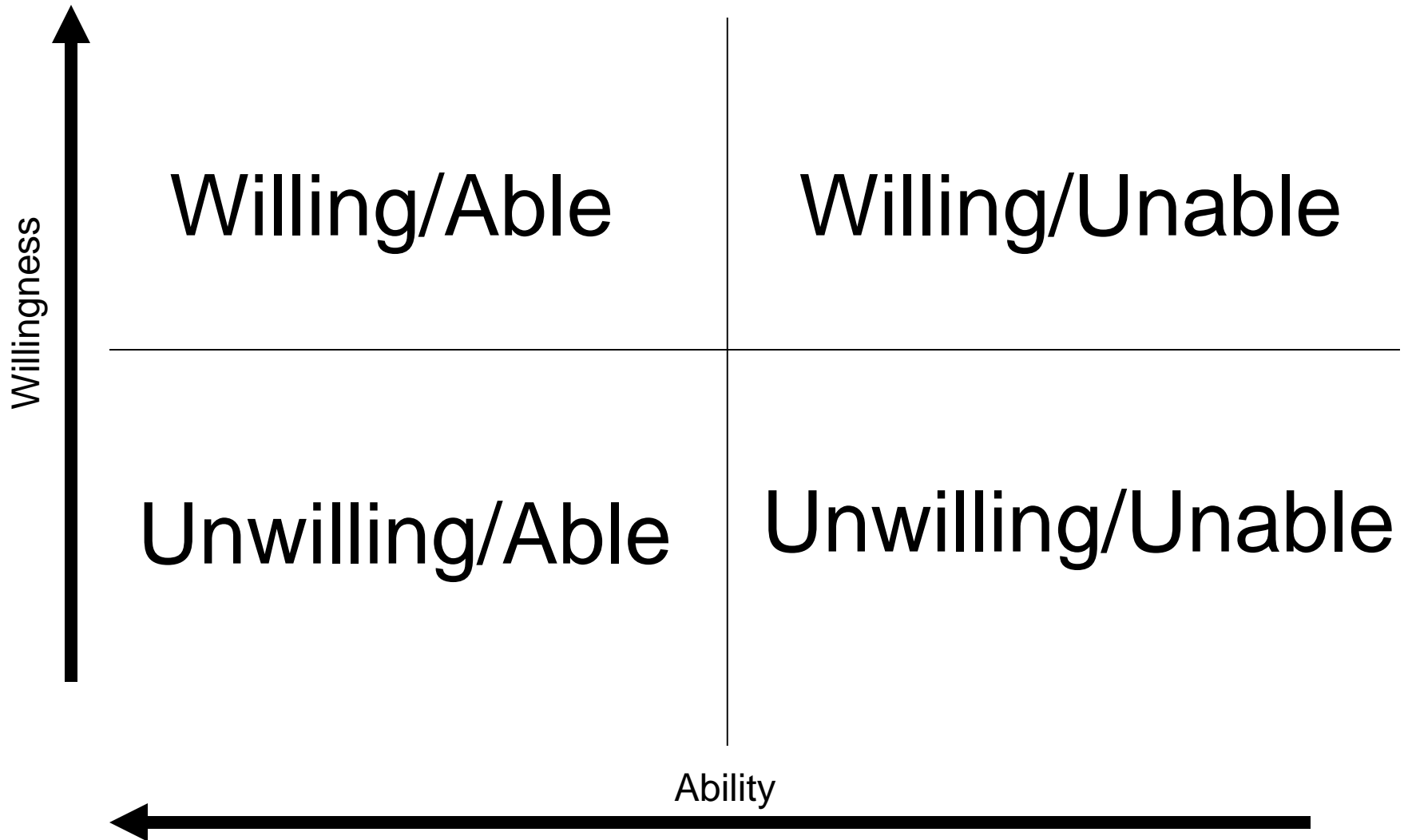
CP Employment Svcs.

- Work / Education Requirements: Focus on employment
 - In 2014, the State of Colorado moved away from WPR and focused more attention on employment. Arapahoe County was awarded a small grant to assist in the development of employment focused outcomes.
 - While successful, the focus on employment did not show the same results as CSPED (CO-PEP) because barrier identification and removal was only related to employment/education.
 - Getting someone a job prior to identifying and removing the barriers keeping individuals from either becoming employed or remaining employed resulted in sporadic child support payments being made.
 - Similar to the child support lesson learned, it has become evident this same need to understand the individual's barriers has to be identified and addressed in the TANF client's situation in order for positive outcomes to be made.



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Willing/Able Typologies





Response by Typology

- Willing and Able
 - Responds Immediately and expresses a desire to cooperate
- Willing and Unable
 - Responds but explains barriers
- Unwilling and Able
 - Does not respond, however locate indicates ability
 - Sometimes responds but doesn't cooperate further
- Unwilling and Unable
 - Does not respond and locate indicates little or no ability



CSS's New Approach

- Spend less time/effort working on cases in which the Non-Custodial Parent is willing and able.
- Reach out as soon as the case is initiated through phone calls and letters.
- Tailor our approach based upon the Non-Custodial Parent's response to initial contact.
- Designed a new team with staff specializing in Early Intervention techniques.
- Address barriers before moving forward.

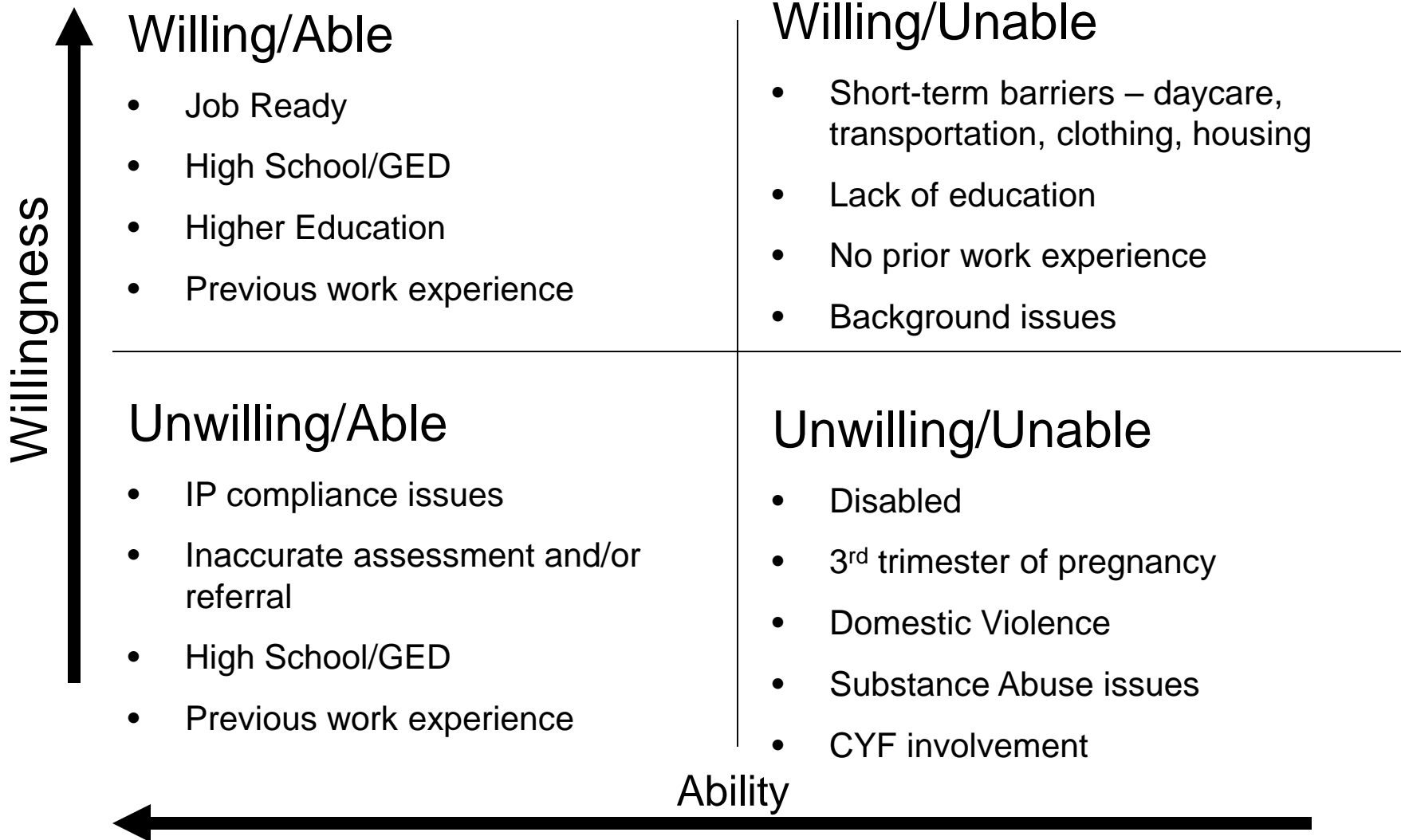


TANF's New Approach

- Reduced the number of vendors providing education/employment services from nearly a dozen to only a few of the best performing.
- Focused staffing attention on timelines and accuracy to ensure basic cash needs were being addressed.
- Created automated workflow (HSConnects)
- Building data warehouse to enable cross divisional data and support.



Individualized Assessment





TANF's Continued Evolution

- Provide willing and able to participate CPs the same services available to NCPs.
- Reach out as soon as the case is initiated through phone calls and letters.
- Tailor our approach based upon the Custodial Parent's response to initial contact.
- Address barriers before moving forward.



Strategies for Economic Security

- Willing and Able
 - Labor Market Information
 - Job retention
 - Soft skills – communication, conflict management
 - Work/Life Balance
 - Advancement services
 - Education and certification
 - Career Pathways
 - Business culture



Strategies for Economic Security

- Willing and Unable
 - Childcare
 - Education
 - GED
 - Industry specific certification
 - Housing stability
 - Background issues
 - Resume Writing/Interview skills
 - Hiring Events
 - Job Developer
 - OJT Developer



Strategies for Economic Security

- Unwilling and Able
 - Motivational strategies
 - Participatory
 - Outcome driven
 - Simple concepts
 - Begins with a goal.
 - What are we “selling”?
 - Short-term messages
 - Get a job
 - Get training
 - Get training and a job
 - Long-term messages
 - Economic Security
 - Build a career pathway
 - Career advancement
 - Income improvement
 - Sense of urgency: time limits to benefits



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Strategies for Economic Security

- Unwilling and Unable
 - Assist with SSI/VA benefits
 - Work with Vocational Rehab
 - Assist with Child Support Income
 - Referrals to community partners



Intake

- **Letters sent to both parties immediately upon case initiation**
- **Tailored packets for the case's situation**
 - Responding Reciprocal w/order
 - Paternity establishment
 - Support establishment
 - Existing Orders
- **Packet Contents**
 - Introduction Letter (CP and NCP)
 - Questionnaire to identify barriers
 - FAQs
 - Coupon (paternity cases)
 - Financial Affidavit
 - Direct number to Establishment EIP Specialist



Make the Connection

- Family Stabilization
- Diversion program
- Increase the returns for working
- Increase access to education and training
- Improve access to work supports and economic assistance benefits
- Provide information and systems easier for customer to connect to employers.
- Promote savings and asset accumulation
- Strengthen family relationships
- Increase availability of and access to affordable health care
- Use community network to gain information, connect with other industries and increase diverse employment partnerships.
- Reentry into the workforce
- Workforce Development



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Welcome Letters

- Custodial Parent Welcome Letter



Department of Human Services
Child Support Enforcement Services

14980 East Alameda Drive, Suite 038
Aurora, Colorado 80012
Phone: 303-752-8900
Fax: 303-752-8901
TDD: 303-636-1522

www.co.arapahoe.co.us
childsupport@co.arapahoe.co.us

Cheryl Termes
Director

May 6, 2013

CPName
CPAddr1
CPAddr2
CPAddr3

Re: *Names of Children*
Case Number *Case*

Dear *CPName*:

We have received your application for child support services and have initiated your case in our Automated Child Support Enforcement System (ACSES) to establish a child support order.

We will contact *NCPName* to schedule an appointment to determine the amount of support according to the child support guidelines. In order to calculate a fair support order, we will need financial and expense information from you. Your case specialist will contact you shortly and ask you to complete a Financial Affidavit and return it to our office in time for the conference.

It is important to keep us updated with any changes in your residence or telephone number so that we are able to keep in touch with you regarding your case. Failure to keep us updated could result in case closure if we are unable to contact you.

I am enclosing a Frequently Asked Questions brochure which provides you with information regarding establishing a support order and a questionnaire to complete and return so that we may identify and assist the other parent in overcoming any barriers with meeting the support obligation. Please feel free to contact us should you have any further questions.

We look forward to working with you to establish a support order for your child(ren).

Sincerely,

Intake Specialist Name
Intake Specialist

Encl: CP Questionnaire
FAQ: Establishing Child Support Orders
Child Support Services for the CP

- Non-Custodial Parent Welcome Letter



Department of Human Services
Child Support Enforcement Services

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Aurora, Colorado 80012
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www.co.arapahoe.co.us
childsupport@co.arapahoe.co.us

Cheryl Termes
Director

May 6, 2013

NCPName
NCPAddr1
NCPAddr2
NCPAddr3

Re: *Names of Children*
Case Number *Case*

Dear *NCPName*:

We have received a request from the State of *initiating state* to enforce the support order issued in *issuing state*.

The case specialist assigned to your case is *Specialist name*. We will register the *issuing state* order for enforcement and if requested, modification. You will receive notice of this action in the mail shortly. If you are employed, your case specialist will send your employer an Income Withholding Order instructing the payroll administrator to deduct child support from your wage and forward it to the Family Support Registry. The Family Support Registry will record receipt of your payment and send it to *initiating state* for disbursement. If you are court ordered to provide medical insurance for your child, your employer may be required to enroll your child(ren) in its medical insurance program and deduct the premium from your wage.

I am enclosing a pamphlet with frequently asked questions for your information and a questionnaire to complete and return so that we may identify and assist you to overcome any barriers which may prevent you from meeting your obligation. If you have any additional questions, please do not hesitate to contact your case specialist. We want to work with you to ensure that your child receives the support he or she deserves.

Please keep your case specialist informed of any changes in your employer or address. If your circumstances have changed, you may be eligible for a review of your support order to determine if the support amount should be modified. We look forward to working with you.

Sincerely,

Intake Specialist
Intake Case Specialist

Encl: FAQ Enforcing Child Support Orders
Questionnaire



Questionnaires

• Non-Custodial Parent Questionnaire

Non-Custodial Parent Questionnaire

In order to provide the highest level of service and to assist you with child support services, we are asking that you answer the following questions. Because every case we handle is important and different, our ability to understand any barriers that may prevent you from meeting your financial obligations and to assist you in overcoming those barriers is crucial to our success in working each case. We also believe that identifying and overcoming barriers early on is the key to our success in eliminating poverty in children's lives.

1. Do you currently have a relationship with your child(ren)? Yes No
Comment: _____

If no, would you be willing to participate with mediation or counseling in order to assist in rebuilding the parent/child relationship with your children? Yes No
Comment: _____
2. Do you currently have a civil relationship with the other parent? Yes No
Comment: _____
3. Do you financially support any other children? Yes No
Comment: _____
4. Do you have difficulty in maintaining employment? Yes No
If Yes, what is the reason?: _____

If Yes, would you be interested in participating in the Parent to Work Program? Yes No
5. What is your highest level of education? High School diploma College degree
 Did not graduate from high school or obtain a GED
6. Have you ever experienced difficulty with alcohol or drug dependency? Yes No
Comment: _____
7. Do you have any outstanding issues with the law? Yes No
Comment: _____
8. Have you ever served time in jail or prison? Yes No
Comment: _____
9. Do you have any type of psychological or physical disability? Yes No
Comment: _____
10. Is there any other issue that would prevent you from being able to provide financial support to your children?

Custodial Parent Questionnaire

Custodial Parent Questionnaire

In order to provide the highest level of service and to assist you with child support services, we are asking that you answer the following questions. Because every case we handle is important and also different, our ability to understand any barriers that may prevent the other parent from meeting their financial obligations and to assist that parent in overcoming those barriers is crucial to our success in working each case. We also believe that identifying and overcoming barriers early on is the key to our success in eliminating poverty in children's lives.

1. Does the other parent have an alcohol or drug dependency issue? Yes No
Comment: _____
2. Does the other parent have any outstanding issues with the law? Yes No
Comment: _____
3. Has the other parent ever served time in jail or prison? Yes No
Comment: _____
4. Does the other parent have any type of mental or physical disability? Yes No
Comment: _____
5. Does the other parent currently have a relationship with their child(ren)? Yes No
Comment: _____
6. If no, would you be willing to participate with mediation or counseling in order to assist the other parent in rebuilding the parent/child relationship with their children? Yes No
Comment: _____
7. Does the other parent have any other children to support? Yes No
Comment: _____
8. If yes, does the other parent, to your knowledge, financially support the other children? Yes No
Comment: _____
9. Does the other parent have difficulty in maintaining employment? Yes No
If Yes, what is the reason? _____
10. Does the other parent have any other type of income that they do not report? Yes No
Comment: _____
11. Do you currently have a civil relationship with the other parent? Yes No
Comment: _____
12. Does the other parent have any type of education? High School diploma College degree
 Did not graduate from high school or obtain a GED
13. Is there any other issue that would prevent the other parent from being able to provide financial support to assist you in raising his child(ren)?



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Coupon and FAQ's

- Paternity Coupon

Paternity FAQ

Custodial Parent FAQ

Arapahoe County Paternity Establishment Program

Dear Sir:

You are receiving this notice because Arapahoe County's Division of Child Support Enforcement has received an application for child support services naming you as the father of the child. You have a unique opportunity to save up to \$120 for the cost of genetic testing and/or service fees required to establish paternity and, if necessary, a child support order.

What if I believe I am not the father?

If you feel that you are not the child's father, you were not married to the mother of the child, and your name does not appear on the child's birth certificate, you can deny paternity and request genetic testing.

If the test results show that you are the child's father, you would typically have to pay the \$99 total cost of genetic testing for you, the mother and the child. However, by returning the following documents and coupon below within 15 days, we will waive the cost of genetic testing AND you will save on fees related to serving you with these documents, for a total savings of at least \$120:

- Income and Expense Affidavit
- Coupon for Genetic Testing (below)

What if I believe that I am the father?

If you believe that you are the child's father and do not wish to proceed with genetic testing, you can still save on the cost of service (a process that gives legal notice) by completing the following documents and contacting our office within 15 days to schedule a conference. We look forward to working with you to ensure that paternity is legally established and that a fair child support amount is determined.

- Income and Expense Affidavit
- Paternity Admission and Admission

Please contact us within 15 days to take part in this offer to save on genetic testing and/or service fees.

Arapahoe County Human Services Child Support Enforcement Division

Date Sent: 14980 E. Alameda Dr, Suite 038
Aurora, CO 80012

Phone: 303-752-8900
Fax: 303-752-8901

Email: chldsupport@co.arapahoe.co.us
www.co.arapahoe.co.us



Arapahoe County Child Support Enforcement - Coupon for Genetic Testing

This coupon entitles you to FREE genetic testing for you, the mother and child(ren). Value: \$99
Coupon must be redeemed along with completed documents listed above within 15 days.

Printed Name: _____ Date: _____

For Office Use Only -- (Stamp) Date Sent: _____



Establishing Paternity for Child Support

FAQs

Frequently-Asked Questions

- Q: Why is establishing paternity important?**
A: Children need and deserve financial and medical support from both parents, and have a right to know the identity of their mother and father. A child also has the right to know if any hereditary diseases or medical conditions exist. Finally, a child could qualify for any disability or survivor benefits if a biological parent becomes disabled or passes away. Paternity is required to establish a child support order.
-
- Q: How is paternity established?**
A: Both parents can sign an Acknowledgment of Paternity at the hospital when a child is born or anytime thereafter. If a child doesn't have a father listed on his/her birth certificate, Child Support Enforcement can establish paternity with a signed Admission of Paternity from the father or confirm paternity by genetic testing.



Child Support Services for the Custodial Parent

FAQs

Frequently-Asked Questions

- Q: I need assistance to establish, enforce or modify my child support order. How can I apply for services?**
A: You can call the Child Support Enforcement Division at 303-752-8900 to request that an application be mailed to you, visit our office and request an application or apply online at www.arapahoe.co.us or [www.child-support@state.co.us](mailto:child-support@state.co.us). If you do not have access to the Internet but would like to apply online, please visit the child support enforcement office to apply online using our customer kiosk center.
-
- Q: Is there a charge for child support enforcement services?**
A: There is a \$20 application fee, payable by cash, check or money order. There is no fee requirement if you are receiving cash assistance through the Colorado Works program or day care assistance through the Colorado Child Care Assistance Program.



Scheduling

- Prep packets in advance of appointments
- Welcome walk-ins and make them a priority
- Accommodate parents for dates and times
- Set APA Conference less than 30 days out
 - Can reschedule for GT results, etc.
- Notice custodial parent and get Financial Affidavit immediately.
- Custodial Parent presence is encouraged



Current Projects

- Desktop Texting
 - Reaching more parents timely.
- Community Outreach Program
 - Resolving issues prior to family separation.
- Data Warehouse
 - Data analytics.
- Predictive Modeling
 - Utilize existing data sources to identify those elements that may affect willingness/ability.



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Questions?

For more information, please contact:

Bob Prevost, Deputy Director

Arapahoe County Department of Human Services

303-752-8836

BPrevost@arapahoegov.com