



U.S. Department of Health and Human Services  
ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

## Peer TA Network Webinar

# Strategies to Assist Noncustodial Parents in Improving Economic Well-Being

*October 15, 2014; 2:00 – 3:30 p.m. Eastern Time*

Moderator

James Butler

Family Assistance Program Specialist

Office of Family Assistance



Strengthening Self-sufficiency Pathways



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## Peer TA Network Webinar

# Screenshot

The screenshot shows a web browser window titled "Level 3 Conference Controls". The interface includes a top toolbar with buttons for "Start Meeting", "Record Meeting", "Share Desktop", "Share Applications", "Grant Control", "Invite Others", "Options", and "Help". On the left side, there are three panels: "Participants" (showing "Web 1: Hands Raised 0" and "Chairperson (Presenter)"), "Audio Controls" (with "Start My Audio Meeting" button and dial-in numbers), and "Chat" (with a text input field and "Send" button). The main content area displays a slide titled "Level 3" with the text "Share Experiences, Ask Questions." and "Web Conference." Below the slide, there are navigation buttons: "Insert & Manage" (Slides, Polls, Video, Delete), "Previous", "Next", and "Full Screen". A "Markup Tools" section is visible in the bottom right corner.

Click  
butt  
Web Conference.

Use the "Chat Box" in the lower left corner of your screen to submit questions to the presenters.

To ask a question, simply type into the "text messaging box" as seen below and then press "Send."



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## Peer TA Network Webinar

### **North Dakota Parental Responsibility Initiative for the Development of Employment (PRIDE) North Dakota Department of Human Services**

- Joan Schatz, TANF, Department of Human Services
- Pat Anderson, Job Service North Dakota
- Terry Peterson, Child Support, Department of Human Services

# PRIDE

Parental Responsibility Initiative for the Development of Employment



A collaborative program of  
Child Support and TANF of the  
Department of Human Services  
Job Service North Dakota



# History

- PRIDE started as collaborative effort of TANF, Job Service North Dakota, a District Court, and a regional Child Support Unit to address nonpayment of child support
- Implemented in April 2005 to address nonpayment of child support resulting from unemployment or underemployment of the noncustodial parent
- Expanded January 2006 to second location
- Expanded statewide 2009

# PRIDE Overview

- Child Support involvement
  - Referrals
- TANF involvement
  - Funding
    - Client Services
    - Support Services
  - Oversight
- Job Service involvement
  - Provide one-on-one assistance to unemployed or underemployed, non-custodial parents delinquent in the payment of child support
  - Case management by PRIDE Coordinator
    - Monitor job search
    - Job referral or job placement
    - Supportive services to address barriers to employment

# Referral Sources

- Obligor in IV-D cases only
  - Court Mandate
  - Child Support



# Referral Process

## Court Mandated Referral

- Often PRIDE coordinator attends child support contempt of court hearings
  - Meets individual referred to PRIDE
  - Sets a date/time to meet with the PRIDE coordinator
- If PRIDE coordinator does not attend the hearing, the participant must contact Job Service within 7 days from the referral date



# Referral Process

## Child Support Referral

- Child Support caseworker and obligor agree PRIDE would be beneficial
- Once referred, PRIDE Coordinator contacts the obligor within 7 days to establish a date and time to meet

# Referral Process

## Referral Logistics

- Referral data is entered into the Fully Automated Child Support Enforcement System (FACSES) which sends an e-mail to the PRIDE Coordinator
- The PRIDE Coordinator accesses FACSES to see the details of the referral



# Non-compliance Procedures

If referral to PRIDE is based upon a court referral, noncompliance may result in the following:

- Appearance before the court
  - Warrant for arrest
  - Request for another contempt hearing
- No action if the obligor has secured employment on his/her own and is meeting the support obligation

# Program Process at Job Service

- Referral
- Initial meeting
- Orientation
- Assessment of skill level and needs
- Development of Employment Plan
- Determination if supportive services are needed
- Failure to report/comply results in referral returned to Child Support

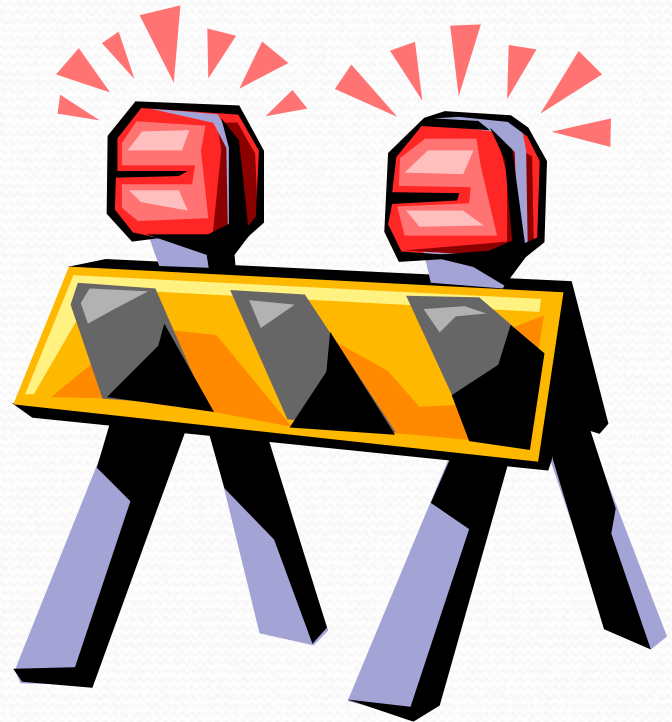


# Employment Plan Development

- Employment goal identified
- Services/Activities
  - Outline steps to overcome barriers
  - Partnering/referral to other resources, if necessary
  - Monitoring and ongoing contact
  - On-line employment registration for job search activity
  - Workshops
  - Referrals/job leads
  - Staff-assisted job search/development
  - Occupational skill development -- Workforce Investment Act (WIA) co-enrollment
  - Worktrack (unsubsidized employment for 6 months)
  - Non-worktrack (addressing employment barriers, searching for work)

# Employment Barriers

- Offender status
- Substance abuse
- Transportation
- Disabilities
- Job retention status
- Educational level



# Participants

- In SFY 2014
  - Total 718 individuals were referred to PRIDE
- In the first 7 months of 2014
  - Average of 218 individuals were enrolled each month
  - Average of 259 individual were being served by the PRIDE program each month

# Indicator of Success – Worktrack

- “Worktrack” is a tracking mechanism used in PRIDE
- Program participants in unsubsidized employment are “tracked” for a 6-month period
- If they retain employment for 6 months, they are exited from PRIDE with a successful completion code





## Indicator of Success – Wage Increase

- 263 PRIDE participants exited during the first and second quarters of 2013, and 138 participants had a wage increase
  - Wages in quarter prior to PRIDE enrollment compared to wages in the 1<sup>st</sup> or 2<sup>nd</sup> quarter following PRIDE exit. The average quarter earnings change was a \$2,964 increase (\$409,069/138)
    - Calculation does not include people with jobs in other States or the self-employed

# Indicator of Success – Child Support

## Calendar Year 2013

- For those referred (not necessarily enrolled)
  - 35% increase in amount of child support paid
  - 34% increase in the frequency of child support payments
- For those referred and enrolled
  - 37% increase in amount of child support paid
  - 43% increase in the frequency of child support payments

# Indicator of Success – Child Support

## Analysis

- A 6-month pre- and post-referral or enrollment timeframe was used for comparative purposes
- Multiple payments received in a single month were summed and considered as one payment
- Only payments received directly from the obligor or as a result of income withholding were considered, i.e., those that could be reasonably attributable to PRIDE
- As a point of reference, overall child support collections in ND increased 2.2% in 2013 compared to 2012

# Challenges

- Referrals vs. Enrollment
- Employment barriers
  - Transportation, substance abuse, mental illness, housing, etc.
- Evaluation Tools



# Questions

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701-328-2875

Terry Peterson  
Child Support, Department of Human Services  
tpeterson@nd.gov  
701-328-7504

Joan Schatz  
TANF, Department of Human Services  
jtschatz@nd.gov  
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# Audience Poll

- 1. How did you establish that you were allowed to share participant data between your agencies?**
- 2. What precipitated the expansion of PRIDE to the rest of the State in 2009?**
- 3. How is the PRIDE program coordinator's position funded?**

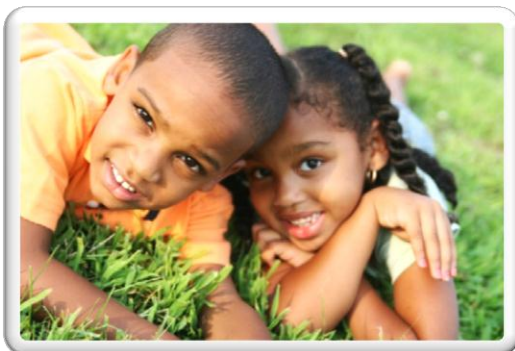


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## Peer TA Network Webinar

# **Kansas Child Support Savings Initiative Kansas Child Support**

Melissa Johnson, Deputy Director



# KANSAS CHILD SUPPORT SAVINGS INITIATIVE



*Strong Families Make a Strong Kansas*



# KANSAS CHILD SUPPORT SAVINGS INITIATIVE

In June 2013, Kansas Department for Children and Families began a partnership with the State Treasurer's Office to allow noncustodial parents to establish 529 higher education savings accounts for their children and receive reductions in arrears owed at the same time.

# KANSAS CHILD SUPPORT SAVINGS INITIATIVE

## Core Criteria:

- Child is still a minor.
- Current support plus \$1 towards arrears are paid in the same month as deposit into the 529.
- If arrears only, then \$1 is paid towards the arrears in the same month as deposit into the 529.
- 529 deposits must be made separately from child support and mailed direct to Learning Quest.

# KANSAS CHILD SUPPORT SAVINGS INITIATIVE

- State-owed arrears: For every \$1 deposited into the 529 account in qualifying month, \$2 of State-owed arrears will be forgiven.
- Custodial parent-owed arrears: For every \$1 deposited into the 529 account in qualifying month, \$1 match will be sent to the State Disbursement Unit and distributed as arrears payment to custodial parent.

# KANSAS CHILD SUPPORT SAVINGS INITIATIVE

- **As of September 15, 2014:**

66 savings accounts opened

\$26,624.27 invested in 529 accounts

\$52,608.54 State arrears forgiven

Forms and commercial found at

<http://www.dcf.ks.gov/services/CSS/Pages/529.aspx>

Information can be obtained by calling 888-632-7758.

# KANSAS CHILD SUPPORT SAVINGS INITIATIVE

Melissa Johnson

Kansas Department of Children & Families

[Melissa.johnson@dcf.ks.gov](mailto:Melissa.johnson@dcf.ks.gov)

785-296-1955



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## Peer TA Network Webinar

# Audience Poll

- 1. What percentage of noncustodial parents with arrears have you been able to reach, and how would you explain it?**
- 2. How are you building the program to be sustainable beyond the grant funding?**
- 3. What other services do you provide to your participants to keep them engaged?**



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## Peer TA Network Webinar

# Couples Advancing Together Center for Urban Families Baltimore, Maryland

- Joe Jones, Founder, President & CEO
- Otis Buckson, Program Manager
- Catherine Pitchford, Client Services Manager



# Center For Urban Families

## Strategies To Assist Noncustodial Parents In Improving Economic Well-Being

**Couples Advancing Together *Pilot***







# Policy Advocacy



## Peer TA Network Webinar

Maryland House Bill 333 - Couples Advancing Together  
Signed into law by Gov. O'Malley, May 2013

“The CAT program is intended to address policies and systematic processes that preclude positive father engagement among couples in committed relationships at the time the mother applies for public benefits.”

# Integrated Service Delivery Model

Outreach & Case Management

Baltimore Responsible  
Fatherhood Project

Workforce Development

Couples Advancing Together

## **ROLE Program**

2,400 men in 3 Baltimore City ZIP codes owe more than \$20,000,00 in State-owed child support.

Low-income dads in coupled relationships are often not recognized as being a part of an intact family.

## CAT Program

- Enhance relationship skills
- Attend curriculum sessions using **THE BLUEPRINT: A GUIDE TO FAMILY STABILITY AND ECONOMIC SUCCESS**
- Set family friendly career goals and provide employment support
- Increase financial literacy
- Create FAMILY SELF-SUFFICIENCY PLAN

## Peer Strategy Group

- Comprised of representatives from all of the partner organizations
- Review, analyze, and make recommendations to TANF office about CAT Program challenges:
  - \* Changing the culture of the agency that has not historically recognized the father in the child support equation
  - \* Building trust: marketing and recruiting TANF customers

## Program Refinement & Systems Change

- Created intern position filled by CAT program graduate who recruits potential participants within the TANF offices

# CAT Model

## Programmatic Goals


- Enhance relationship skills
- Attend curriculum sessions using **The Blueprint: A Guide to Family Stability and Economic Success**
- Set family friendly career goals and provide employment support
- Increase financial literacy
- Create Family Self-Sufficiency Plan

## Policy Reform Goals

- Increased participation of fathers at the beginning of the process for determining the eligibility of a family or custodial parent for FIP benefits, including TCA
- Develop a local department referral process or integrated partnerships with other local or State agencies through which couples may jointly access programs and services that target economic stability, healthy relationships and parenting

# CAT Model

## Program Services

- 12 group curriculum sessions (twice a week)
  - Door-to-door transportation
  - Child care provided on premises
  - Catered meal for families after curriculum session
  - 2 year post program completion case management
- 

# CAT Model

## Eligibility

- Currently receiving benefits from the Maryland Dept. of Social Services
- In a committed relationship
- Raising a child in common
- Between ages 18 and 36



# CAT Facts


- CAT model became operational January, 2014
- Goal = 100 couples served by June 2015
- Program designed to serve 8 -10 couples per cohort
- 48 couples enrolled
- 27 couples completed
- 10 individuals received employment during or post program completion

# Key Partnerships

- Maryland State General Assembly (HB 333)
- Maryland State Department of Human Resources
  - Child Support Enforcement Administration
  - TANF
  - Family Investment Program
- Annie E. Casey Foundation
- BCT Partners (Program evaluation partner)
- Employer partners
  - Hospitals
  - Building trades
  - Hospitality



# Funding Sources

- DHR
  - Annie E. Casey Foundation
  - W.K. Kellogg Foundation
  - Center For Urban Families
  - Private donor
- 

# Challenges and Solutions

	Challenge	Solution
1	The TANF agency's inability to recognize the father as an asset to the family at the time that the mom applies for benefits and she indicates that they are in a romantic relationship.	<i>Peer strategy group</i> meets monthly to address systemic change specific to this issue among other challenges.
2	Marketing and recruiting TANF customers inclusive of fathers.	Created intern position filled by CAT program graduate who recruits potential participants within the TANF offices.

# Questions

**Joe Jones** - CEO/President Center For Urban Families

**Catherine Pitchford** - Program Manager - Client Services

**Otis Buckson** - Program Manager - Couples Advancing Together

**Center for Urban Families**

Phone: 410-367-5691



Center for Urban Families

15<sup>TH</sup>



CENTER  
FOR URBAN  
FAMILIES

Anniversary

1999-2014

HELPING FATHERS AND FAMILIES WORK

[www.cfuf.org](http://www.cfuf.org)

# ROLE Letter

- CFUF and the Baltimore City Office of Child Support Enforcement (BCOCSE) have partnered for a program, known as ROLE.
- The ROLE program provides you with the opportunities to:
  - Right size your child support obligation based on your present ability to pay
  - Obtain a job so you pay your right sized obligation
  - Lift any child support suspension of your Maryland driving or occupational licenses
  - Earn reduction of child support arrears owed to the State of Maryland
- The current status of your child support case is:
  - Monthly support amount: \$Monthly Current SOA
  - Date of last payment: Last Payment Date
  - Balance due to the State of Maryland: \$Account Balance
- If you successfully complete the workforce development program at CFUF and get hired by an employer you immediately earn cancellation of 10% of the support arrears owed to the State.
- If you successfully complete the Couples Advancing Together (CAT) program you immediately earn cancellation of 10% support arrears owed to the State. (proposed)
- If you successfully complete the Baltimore Responsible Fatherhood Project (BRFP) at CFUF you immediately earn cancellation of 15% of the support arrears owed to the State.
- If you pay your monthly child support payment each month for 12 consecutive months you earn cancellation of 50% of the support arrears owed to the State.
- The first step is for you to call CFUF at 410.367.5691 to schedule an appointment for the ROLE program.



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# Audience Poll

- 1. Of the 48 couples in the program, what percentage owe child custody arrears?**
- 2. How are you building the program to be sustainable beyond your current grant funding?**
- 3. What services do you offer to clients to help them increase their financial literacy, one of the program's goals?**



Strengthening Self-sufficiency Pathways



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**Please remember to provide your feedback on this webinar using the survey that will appear in a separate pop-up window when the webinar ends.**





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## Peer TA Network Webinar

**THANK YOU** for attending the Webinar!

A transcript and audio recording will be available shortly on the Peer TA Network Web site at

<http://www.peerta.acf.hhs.gov/>.

We'd like to hear from you regarding future webinar topics. Please submit your ideas by e-mail to [peerta@icfi.com](mailto:peerta@icfi.com).

Please help us to expand our network and reach a greater number of people by directing interested colleagues from your local and State networks and agencies to <http://peerta.acf.hhs.gov>.

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