



# Improving Economic Stability for TANF Families by Engaging Non-Custodial Parents in Employment Services

September 13, 2017

1:00 – 2:30 PM EST



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

# Welcome

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- James Butler, Family Assistance Program Specialist, Office of Family Assistance (OFA), Administration for Children and Families (ACF)



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# Learning Objectives



- ❑ Consider how reliable child support and stable employment of non-custodial parents (NCP) can improve economic stability and family well-being for TANF families
- ❑ Review various approaches for NCP engagement in employment services, types of employment services available, and desired outcomes
- ❑ Explore strategies for creating strong partnerships with employment programs that specialize in serving non-custodial parents



# Presenters

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- ❑ *Alvin Tafoya*, Program Administrator, Colorado Parent Employment Project (CO-PEP), Jefferson County Department of Human Services
- ❑ *Ronald Nix*, Grant Monitor, Maryland Child Support Enforcement Administration



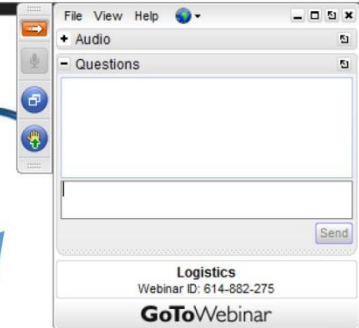
# Webinar Logistics

To access or hide the control panel, click on the red arrow.

To place the screen in fullscreen mode, click on the square within the blue circle.



To ask a question, press the plus sign next to "Questions," type into the text box, and then press send.



Sustaining Two-  
Generation Community  
Partnerships



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# Poll Question #1

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- Does your TANF program currently have a strong partnership with a program that provides employment services specifically tailored for non-custodial parents?



**JEFFERSON**  **N**

COUNTY COLORADO

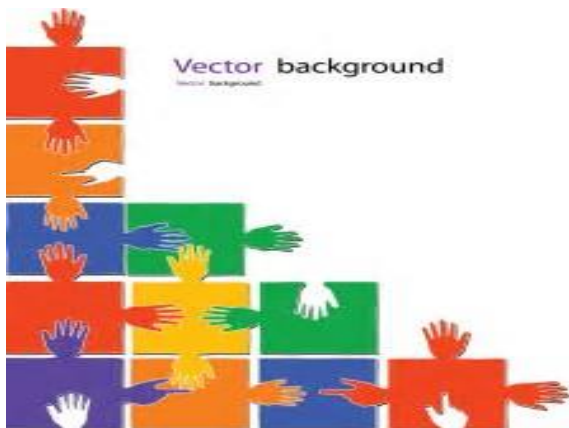
Human Services

*Steps to a better, safer life*

Child Support Services – 2 GEN

# Specialized 2Gen Case Management

- CO-PEP
- Responsible Fatherhood
- Problem Solving Court





# Our Philosophy

- Assess
- Stabilize
- Progress
- Transition



# Assess

Jeffco staff utilize a strength-based and barrier-based approach in order to truly understand a customer's strengths and barriers – “a whole person approach” with the goal of leveraging their strengths and minimizing, reducing, or removing their barriers.



# Stabilize

In the stabilization period, we assist the customers to move from crisis to a stabilized state of being by leveraging their strengths and minimizing, reducing, or removing barriers through the use of:

- **Treatment Services:** mental health, DV, substance abuse, medical, dental, vision, financial literacy, tax preparation, parenting and co-parenting classes, etc.
- **Supportive Services:** transportation, food, rental assistance, household needs, supervised visits, work supports, etc.
- **CSS Program Services:** drivers license reinstatement, professional occupational license reinstatement, modification of child support, reduced arrears payment, forgiveness of TANF debt, and judicial navigation for parenting time, to include mediation services and employment services.



# Progress

A customer who was in crisis is now in a position in which he or she can begin to take firm steps toward their personal and professional goals, i.e., employment, education, training, more time spent with child or children, better relationship with custodial parent, stable housing, current consistent financial support, medical support, etc.



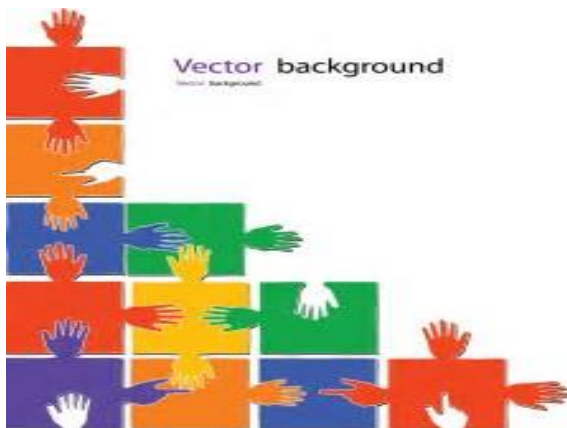
# Transition

In this quadrant, the goal is to assist the customer to truly become self-reliant or self-sufficient, ultimately free of government assistance. At this point of the relationship, a customer is well on their way of meeting their “**own definition of success**” while meeting our definition of success which is “**able to support oneself and his or her children.**” However, even in this step, services may continue in the form of job retention and treatment services to ensure the customer is firmly secure in their path.



# Case management model

- Referrals/Referral Sources/Research
- Interview/Assessment/DV/Action Plan
- Resource and Referrals
- Data Tracking
- Outcomes = 2 Gen



# Referrals/Referral Source

Our referral process has taken many shapes over the years and the bottom line is whatever process works for you and your program. We have used the following methods of referrals:

- MS Outlook email
- ACSES email
- Adobe Form Stacker
- Phone Calls/Messages
- Public Walk Ins

Our referral sources consist of the following:

- Internal – referrals from child support enforcement and establishment teams
- Child Welfare
- Judicial System
- Fit Court
- Mediation Services
- TANF
- CCAP
- Head Start



# Research

Each referral is researched to ensure safety of custodial parent and child(ren). This is accomplished by speaking with the technician of record, reviewing ACSES, Trails, Data Access, and all court records to ensure safety and honesty of participants.

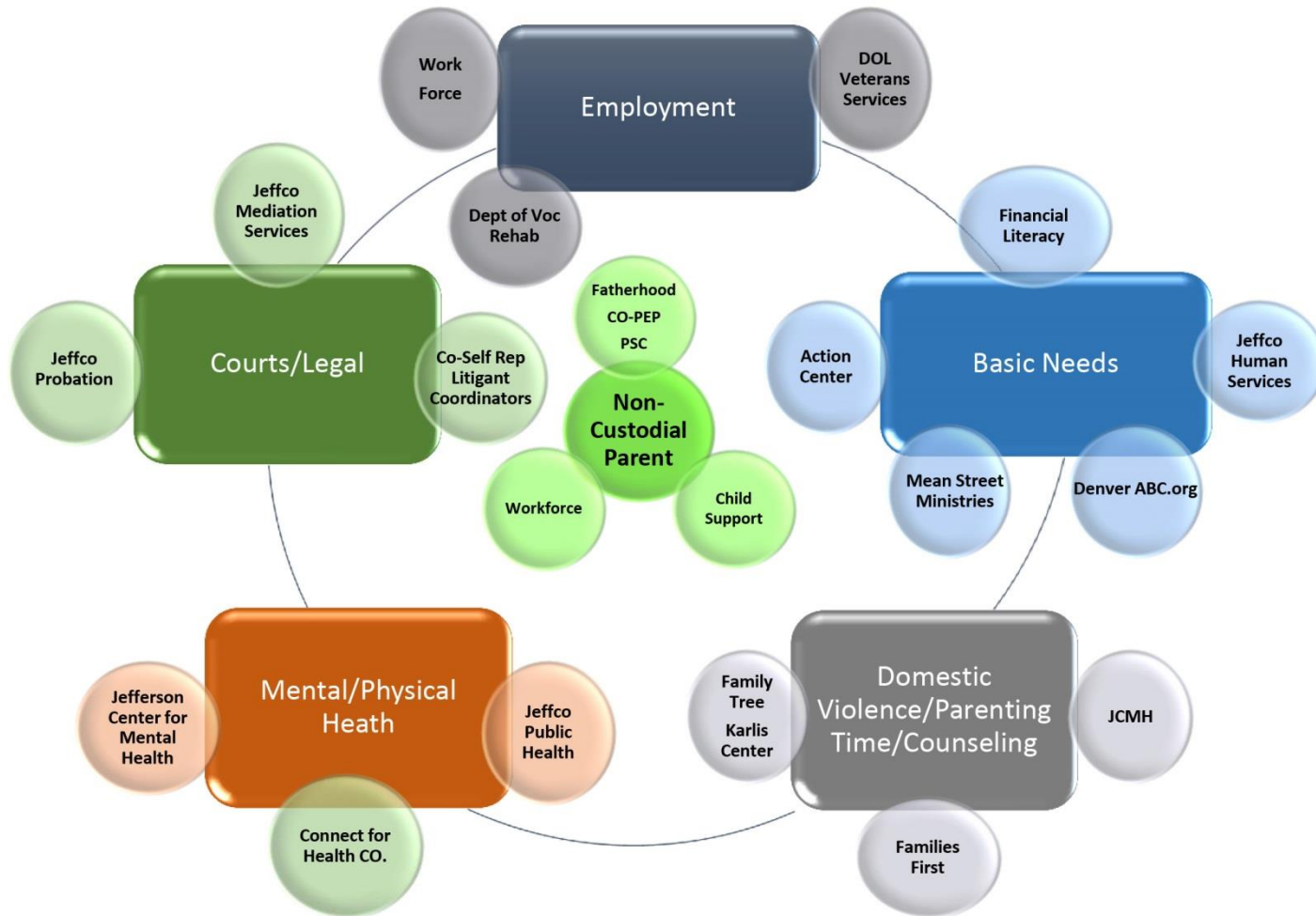




# Interview/Assessment/Action Plan

As previously stated, each customer receives a strength-based and barrier-based assessment in order to determine next action steps. This process also includes a DV assessment as outlined by CDHS training and protocol to ensure safety of custodial parent and children. Upon completion of the interview and assessment, a conversation takes place with the customer and an action plan is developed. A follow up appointment is immediately scheduled no more than 30 days out depending on circumstances in order to review progress; notes are also kept to ensure progression and ownership. Supportive and treatment services are provided as part of the plan in this step.

# Resource and Referrals



# Data Tracking

Incoming Referrals	July	August
Head Start	9	3
DOC	8	7
COPEP	6	5
CSS	62	48
CYF	12	10
FIT Court	8	6
Friend	4	3
Human Services	1	0
JPP	4	0
Probation	2	0
Contempt Court	9	19
Recovery Court	1	0
Work Release	2	0
Creative Treatment	0	1
Flyer	0	1
<b>TOTAL REFERRALS</b>	<b>128</b>	<b>103</b>

# Data Tracking

Overall Numbers	July	August
Individual Customers	220	175
Customers with CS Case	39	60
Total Appointments	400	342
Class Attendees	25	21
Average Class Attendance	11	12
Coaching	205	126
Parent Education	196	114
System Navigation	241	144
Judicial Navigation	218	130
Employment Referral	180	104
Employment Readiness	181	106
Referrals From Agencies	128	120

# Data Tracking

Supportive Services	July	August
Customer Total	17	24
Walmart Card	3	4
King Sooper Card	7	8
Bus Pass	10	14
Bus Ticket Book	0	2
Total \$\$ Spent	1,355.00	1,686.50

# 2 Gen Outcomes

## Individual Goals

- Increased confidence
- Increased parental capacity
- Decreased physiological distress
- Decreased parental depression

## Family Goals

- Increased emotional well-being
- Increased financial well-being
- Increased medical well-being

## Child Goals

- Increased confidence
- Increased cognitive and emotional development
- Increased emotional, financial, medical well-being
- Decreased physiological distress



*“It’s easier to Build Strong Children than to repair broken men” – Frederick Douglas*

“However in order to break the fatherless cycle we must also invest in the fathers in our community so their offspring will understand the importance of a two parent relationship regardless of marital status.”  
- Alvin Tafoya



## Poll Question #2

- How does your TANF program currently connect with programs that provide employment services for non-custodial parents?
- We do not currently connect with such programs.
  - We inform TANF participants of available employment services for NCPs.
  - We partner with such programs by doing cross-referrals and other strategic collaborative activities.





# **Noncustodial Parent Employment Services**

State of Maryland  
Department of Human Services  
Child Support Administration

# **Noncustodial Parent Employment Programs (NPEP)**

- **Young Fathers' Employment Programs**
  - Winning Fathers Program (Baltimore County)
  - Parents as Partners (Caroline County)
  - Young Fathers Employment Program (Talbot County)
- **MD CSA Mini-Grant Employment Programs**
  - County Alliance Program for Employment (CAPE); Western
  - Re-engaging Individuals through Successful Employment (RISE); Mid-Shore
- **STEP Up NPEP Pilot in Baltimore City**

# Young Fathers' Employment Programs

## Goals

- Assist with barriers to employment
- Promote increased child support payments
- Increase parental involvement through parental skill development

## **CSA Mini-Grant Noncustodial Parents Employment Programs**

- Employment services for noncustodial parents with child support cases
- Regional approach to leverage needed resources
- Applications submitted annually and funding is not guaranteed
- Employment services must include employment placement & retention
- Letter of support from local workforce development board strongly encouraged

# NPEP SFY 17 Program Stats

	Young Fathers Programs	Mini-grants	TOTALS
# of NCPs enrolled	870	261	1,131
# of NCPs obtained employment	138	200	338
# of NCPs paying child support	152	1,176	1,328
Amount of child support collected	\$531,267.02	\$460,201.89	\$991,468.91

\*Note: Employed 360 Noncustodial Parents through CSA led NCP employed programs. Participants contributed \$956,000 in collections for SFY17, a return on investment of \$1.98 in collections for every \$1 in program expenditures.



# THE YOUNG FATHERS' EMPLOYMENT PROGRAM IN MARYLAND

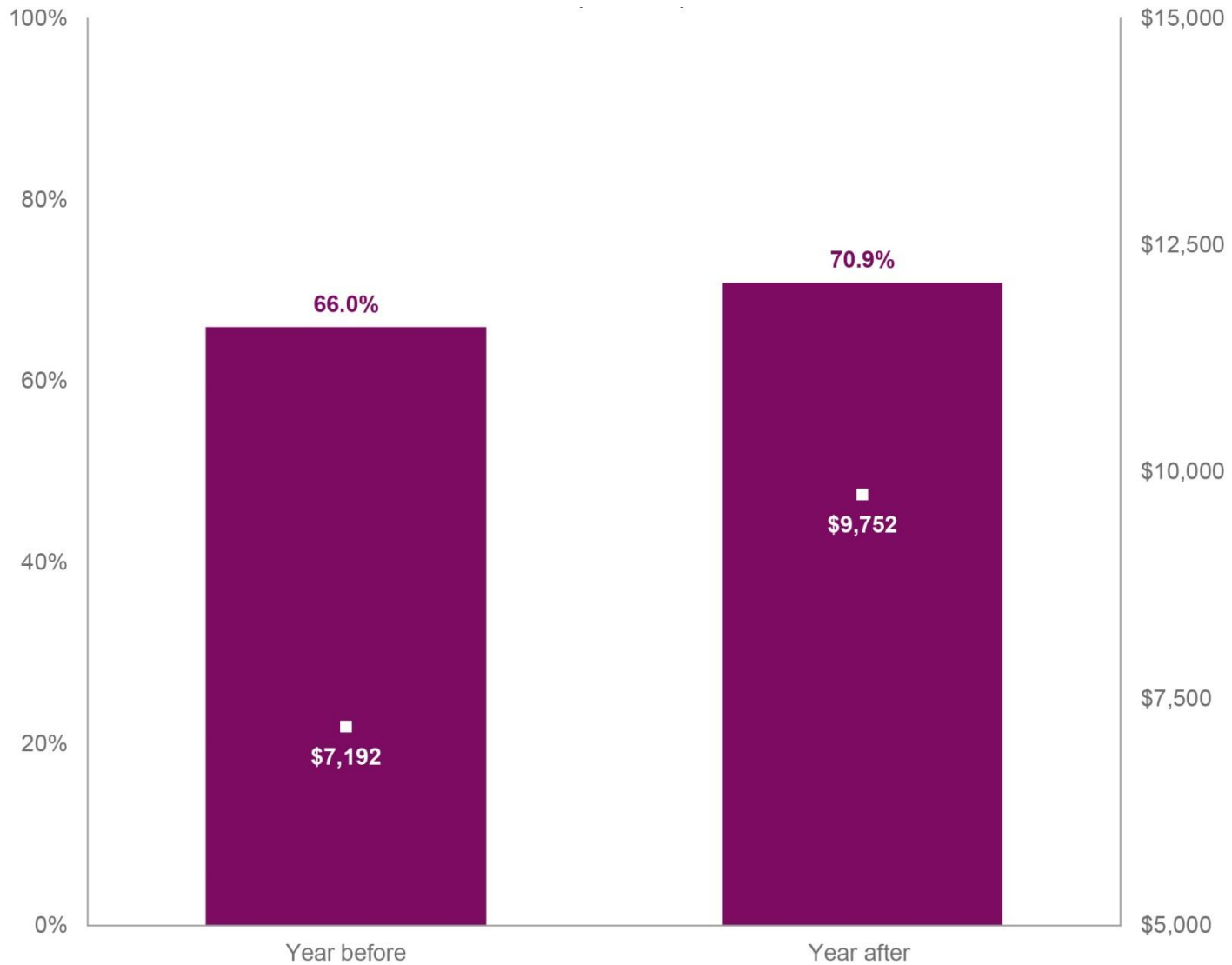
AN INITIAL REVIEW OF PARTICIPANT OUTCOMES

Completed June 2016 by University of  
Maryland School of Social Work

Reviewed 2 years of program data to look  
at program effectiveness

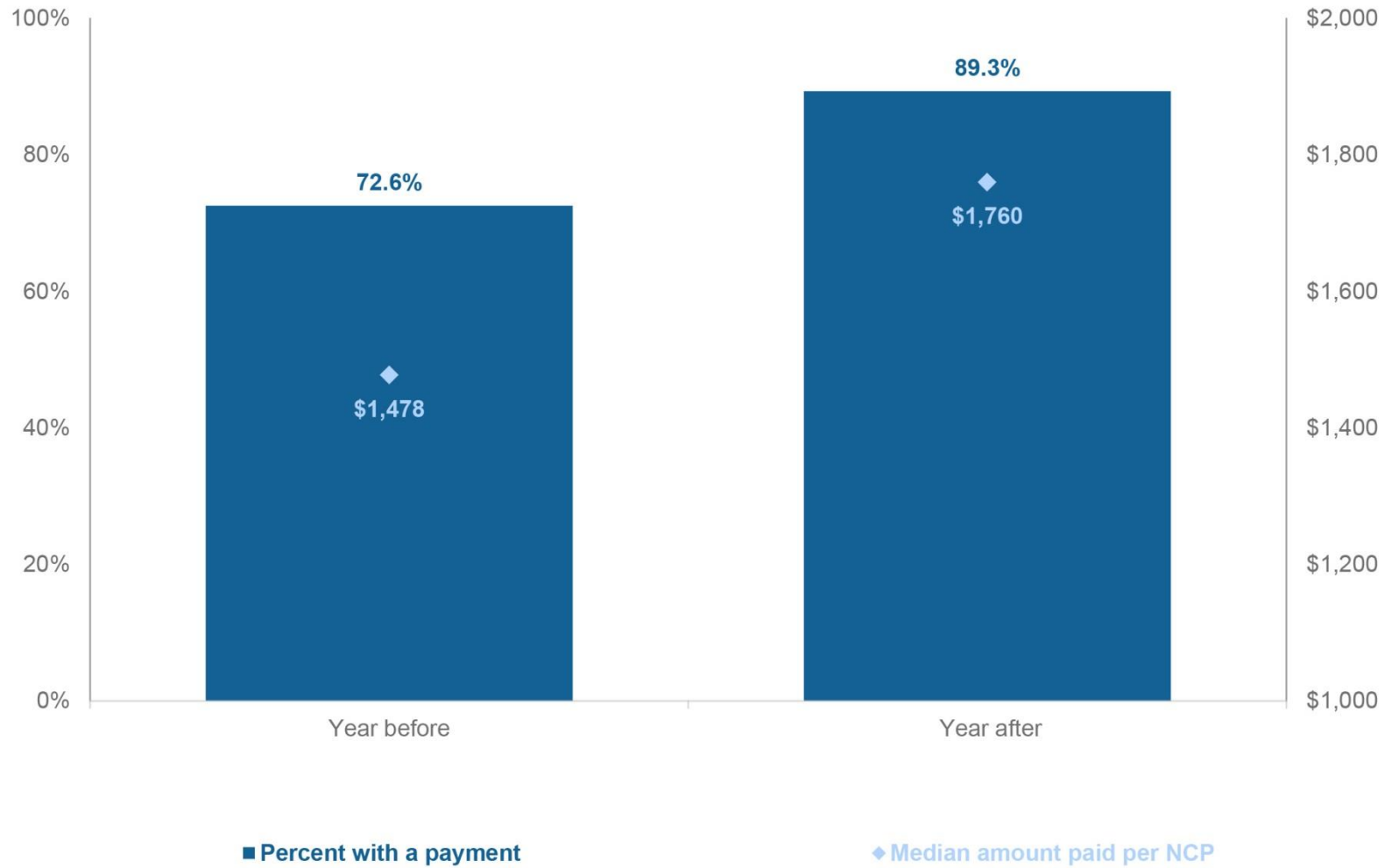
# Percent Employed and Median Earnings

*Year before & after program enrollment*  
(n=326)



# Participants' Total Payments to Current Support & Arrears

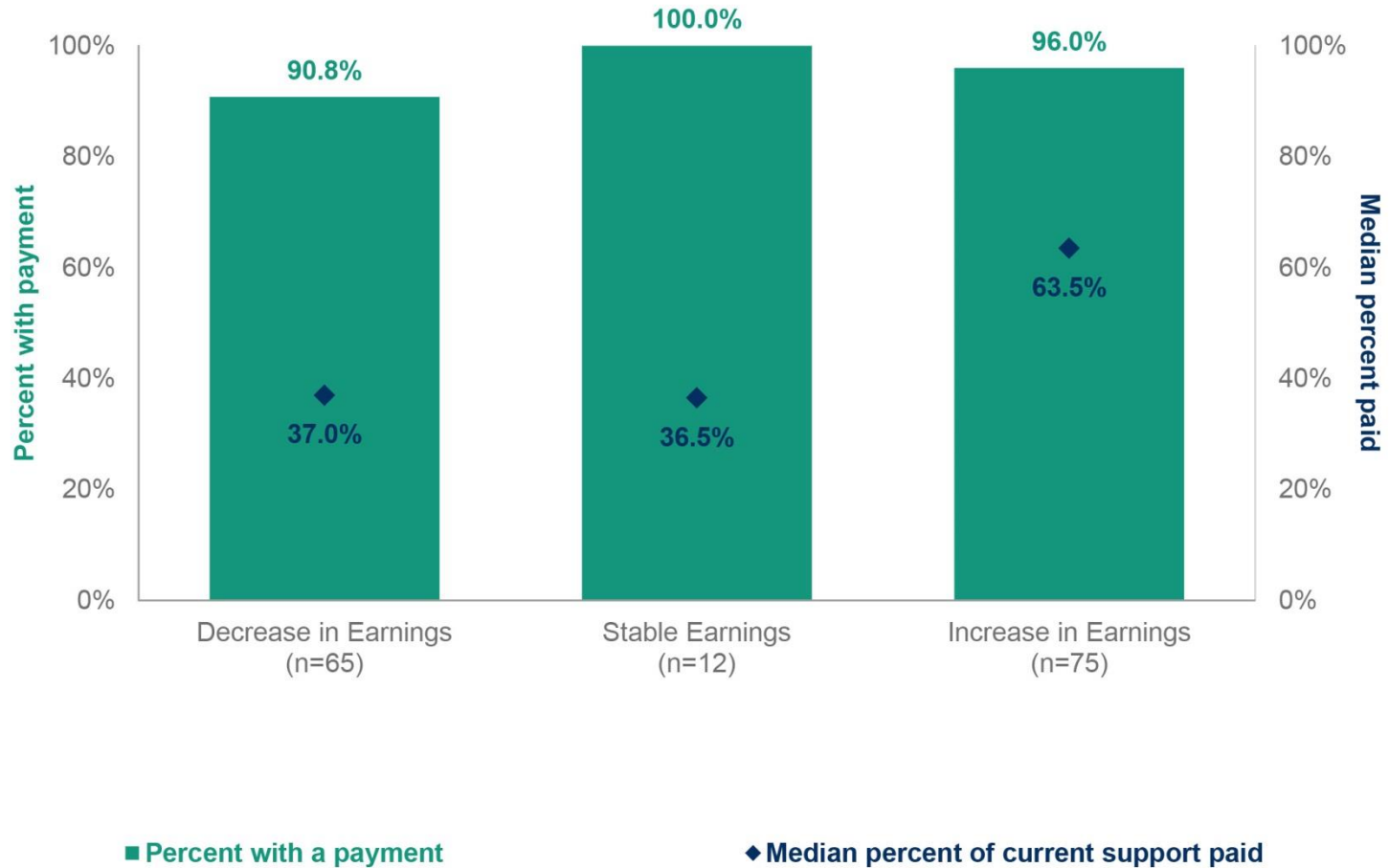
*Year before & after program enrollment (n=328)*





# Current Support Payments by Changes in Earnings

*Payments in the year after program enrollment*





# THE YOUNG FATHERS' EMPLOYMENT PROGRAM IN MARYLAND

AN INITIAL REVIEW OF PARTICIPANT OUTCOMES

**Full report available at:**

[http://www.familywelfare.umaryland.edu/reports1/  
youngfathersemployment.pdf](http://www.familywelfare.umaryland.edu/reports1/youngfathersemployment.pdf)

## House Bill 1502 Supporting Training and Employing Parents (Step) Up!

- Sponsored by Delegate Samuel I. Rosenberg  
(MD State Delegate, District 41)
- **Purpose:** Assist unemployed and underemployed noncustodial parents with obtaining employment that will support their efforts to achieve economic self-sufficiency, including meeting their child support obligations.
- For more information: <http://dhr.maryland.gov/stepup>

## Step Up! Pilot NPEP Program

**Target Population:** Baltimore City noncustodial parents (NCPs) with already established support orders as well as noncustodial parents in the establishment phase of child support services.

### Key provisions:

1. Case monitoring reviews at 14, 30, 60, 90 and 180 days after the effective date of program participation.
2. Employment assistance services to include job skills assessment; job skills training; career counseling; job placement, and assistance with employment related needs such as clothing and child care.
3. **Compliant participants can earn cancellation of permanently assigned state arrears.**

Uses the Food Supplement Employment and Training (FSET) 3<sup>rd</sup> Party Partnership Model to leverage resources/funds to provide employment services to NCPs.

# Non-Custodial Parents Receiving SNAP

<b>LDSS Name</b>	<b>Number of NCPs</b>	<b>Total Arrears</b>	<b>Average Arrears</b>	<b>Number of Assistance Units</b>	<b>Total SNAP Grant Amount</b>	<b>Average SNAP Grant Amount</b>
Dhr	17			17	\$2,754.00	\$162.00
Allegany County	471	\$3,090,970.57	\$5,865.22	472	\$121,173.00	\$256.72
Anne Arundel County	1034	\$22,371,588.75	\$15,126.16	1034	\$249,621.00	\$241.41
Baltimore County	2089	\$32,808,707.51	\$13,347.72	2089	\$529,293.00	\$253.37
Calvert County	246	\$3,616,525.66	\$10,574.64	246	\$59,704.00	\$242.70
Caroline County	198	\$1,271,451.58	\$6,054.53	198	\$53,932.00	\$272.38
Carroll County	326	\$4,100,604.53	\$11,390.57	326	\$86,146.00	\$264.25
Cecil County	357	\$4,101,135.91	\$10,707.93	357	\$93,690.00	\$262.44
Charles County	483	\$6,076,966.91	\$11,915.62	483	\$119,714.00	\$247.86
Dorchester County	381	\$3,494,631.37	\$8,165.03	381	\$87,467.00	\$228.97
Frederick County	368	\$2,953,707.45	\$7,496.72	368	\$103,376.00	\$280.91
Garrett County	100	\$850,440.98	\$7,593.22	100	\$27,390.00	\$273.90
Harford County	452	\$4,496,781.25	\$7,944.84	452	\$124,389.00	\$275.20
Howard County	210	\$4,534,010.31	\$15,317.60	210	\$61,611.00	\$293.39
Kent County	114	\$1,450,596.38	\$8,791.49	114	\$28,405.00	\$249.17
Montgomery County	736	\$10,041,480.97	\$11,095.56	736	\$193,419.00	\$262.80
Prince George's Cty	1422	\$26,096,667.71	\$15,450.96	1421	\$362,643.00	\$255.02
Queen Anne's County	142	\$1,973,612.33	\$9,674.57	142	\$37,118.00	\$261.39
St Mary's County	655	\$8,582,747.51	\$10,809.51	655	\$173,002.00	\$264.13
Somerset County	259	\$2,273,426.15	\$6,332.66	259	\$72,342.00	\$279.31
Talbot County	127	\$1,271,445.11	\$8,256.14	126	\$30,872.00	\$243.09
Washington County	728	\$2,852,701.95	\$4,653.67	729	\$192,995.00	\$264.74
Wicomico County	579	\$4,772,743.34	\$8,007.96	578	\$150,464.00	\$259.87
Worcester County Dss	198	\$1,580,926.96	\$7,218.84	198	\$51,926.00	\$262.25
<b>Baltimore City</b>	<b>9566</b>	<b>\$143,260,875.79</b>	<b>\$13,902.07</b>	<b>9566</b>	<b>\$1,996,504.77</b>	<b>\$208.66</b>
<b>Maryland</b>	<b>21258</b>	<b>\$297,924,746.98</b>		<b>21257</b>	<b>\$5,009,950.77</b>	

# Step Up Program Stats

## *October 2016-June 2017*

<b>Served</b>	<b>239</b>
<b>Currently employed</b>	<b>124</b>
<b>Obtained employment post enrollment</b>	<b>42</b>
<b>Contributed child support payments since enrollment</b>	<b>130</b>

# **CSA Employment Program Success Story**

## **Re-Engaging Individuals through Successful Employment (RISE) Program**

- Harry\* joined after years of incarceration and has made great strides in pulling his life back together
- Progressing from working a minimum wage job to a career
- Decreased arrears by more than \$2,000
- Increased parental engagement

\* Name changed

## Contacts

Tywanna Taylor

Director of Special Projects

Maryland Child Support Administration

410-767-2513

[tywanna.taylor@maryland.gov](mailto:tywanna.taylor@maryland.gov)

Ronald Nix

Grants Program Manager

Maryland Child Support Administration

410-767-7393

[ronald.nix@maryland.gov](mailto:ronald.nix@maryland.gov)



# Poll Question #3

- What type of employment services are available to the NCPs connected with your TANF families? (Check all that apply)*
- *Job readiness support (e.g., resume writing, job search)*
  - *Vocational and/or educational services*
  - *Post-employment support (e.g., job retention, career advancement)*
  - *Financial assistance (e.g., transportation vouchers, payment for work-related expenses)*
  - *Guidance resolving child support issues (e.g., modifying orders, reinstating driver's license)*



# Q&A



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# Poll Question #4

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As a result of this webinar, what is one thing you will do differently to improve coordination with programs that provide employment services for non-custodial parents?



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# Poll Question #5

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What topics would you like to see in future webinars?



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# Additional Information

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- OFA PeerTA website (<http://peerta.acf.hhs.gov>)
- Webinar transcript and recording
- Future webinar topics (peerta@icf.com)



# Webinar Feedback

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- Please remember to provide your feedback using the brief survey that will launch when the webinar ends.

