



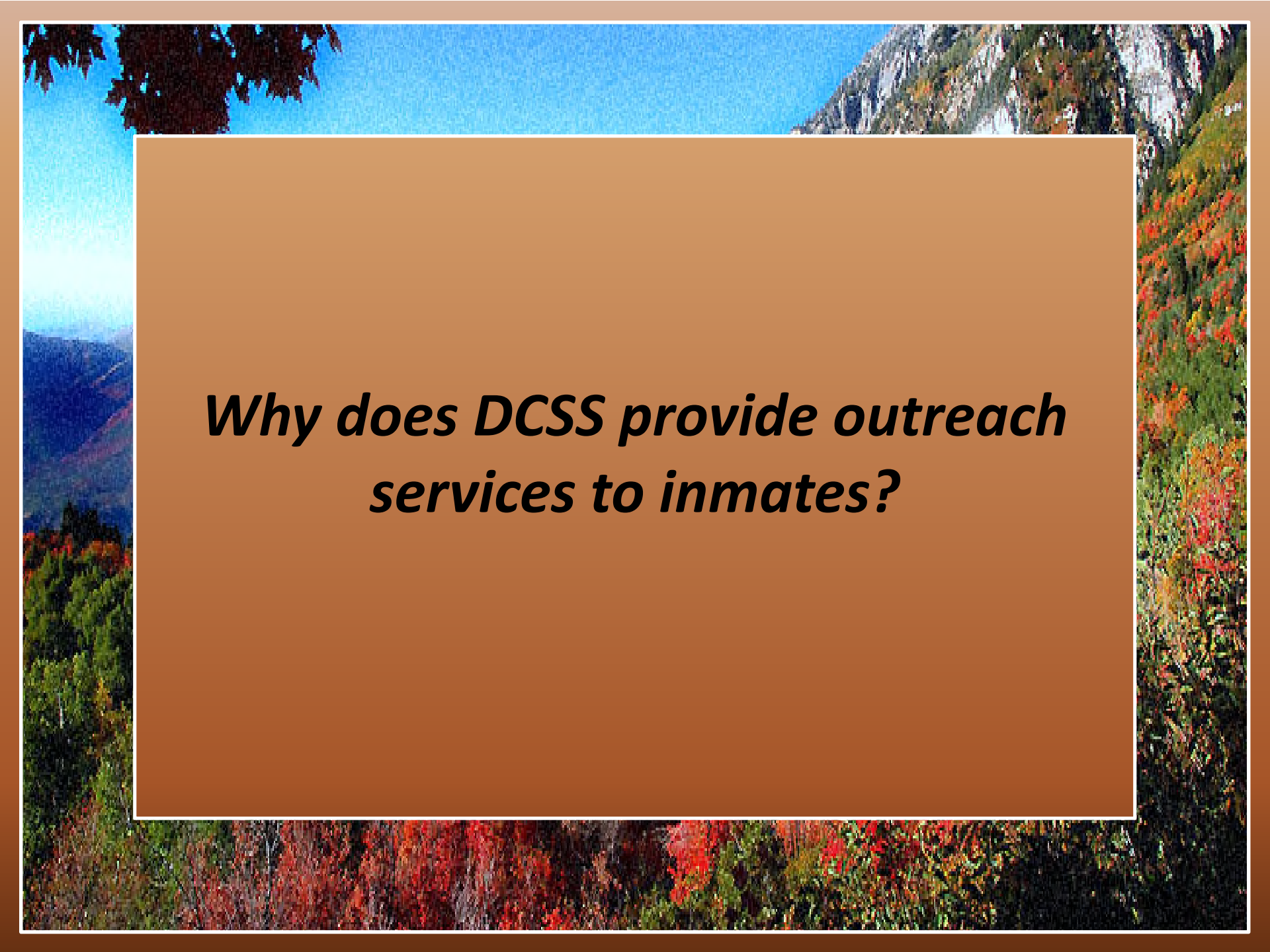
Successful Strategies for Working with Incarcerated Parents

Michael Gurney, Arizona Division of Child Support Services

Janet W. Sell, Unit Chief Counsel

Arizona Office of the Attorney General

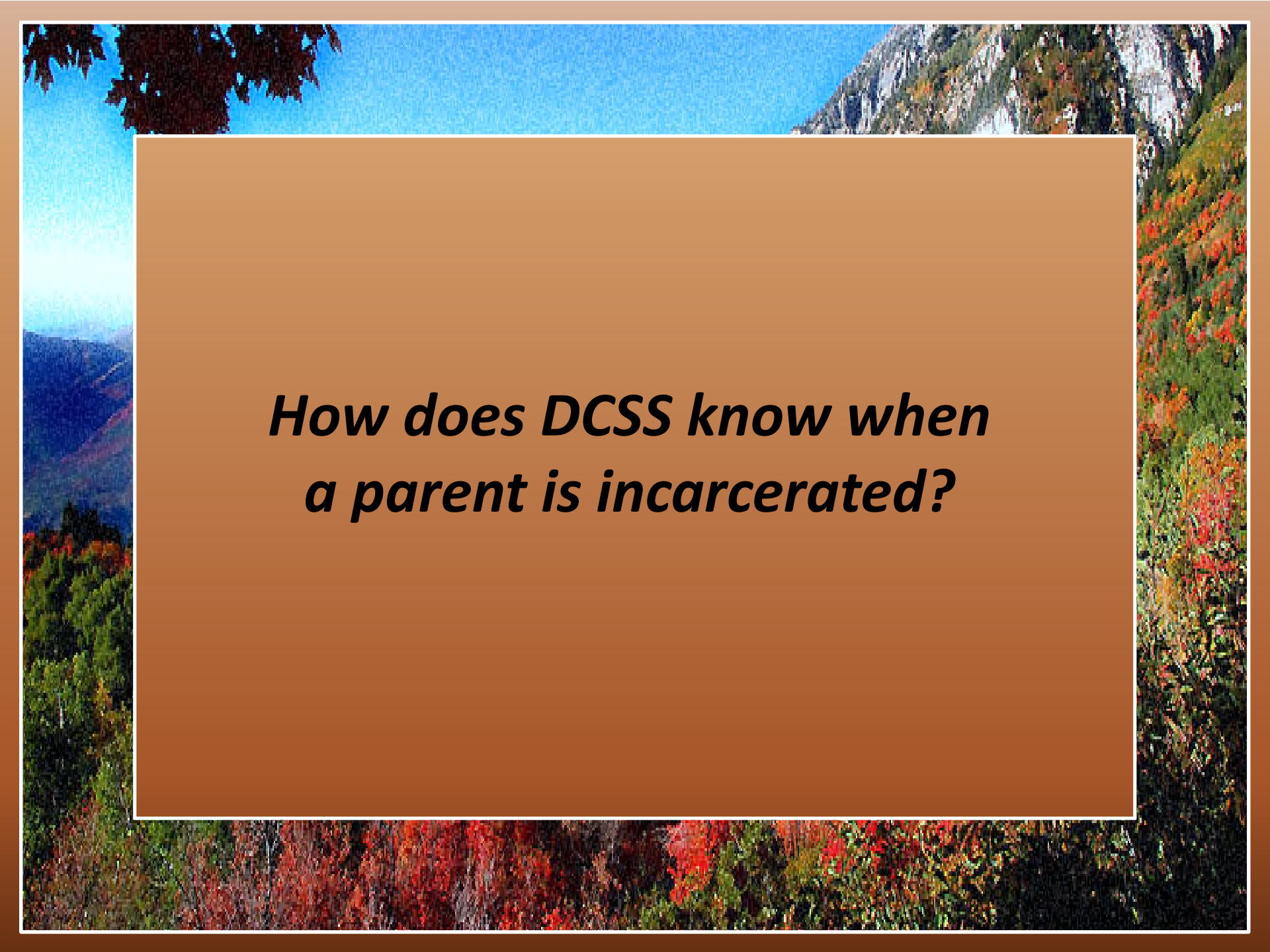




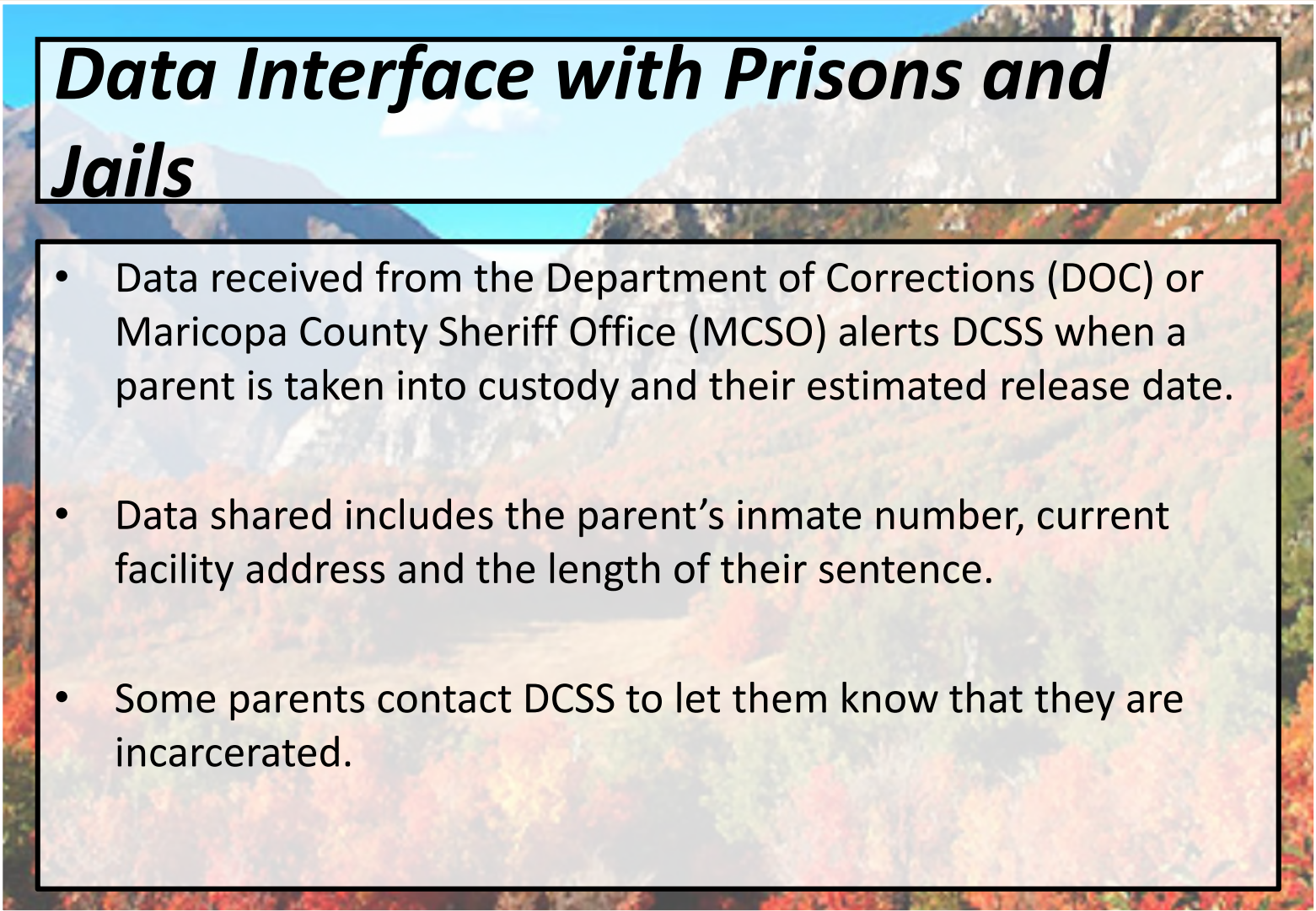
***Why does DCSS provide outreach
services to inmates?***

Goals of Outreach Program

- Open lines of communication with incarcerated parents
- Provide inmates with child support information
- Modify orders to \$0 when incarcerated for over six months (Arizona orders) and again modify orders after parent released
- Suspend interest when obligor incarcerated
- Transfer child support payments to a caretaker if a custodial parent is incarcerated

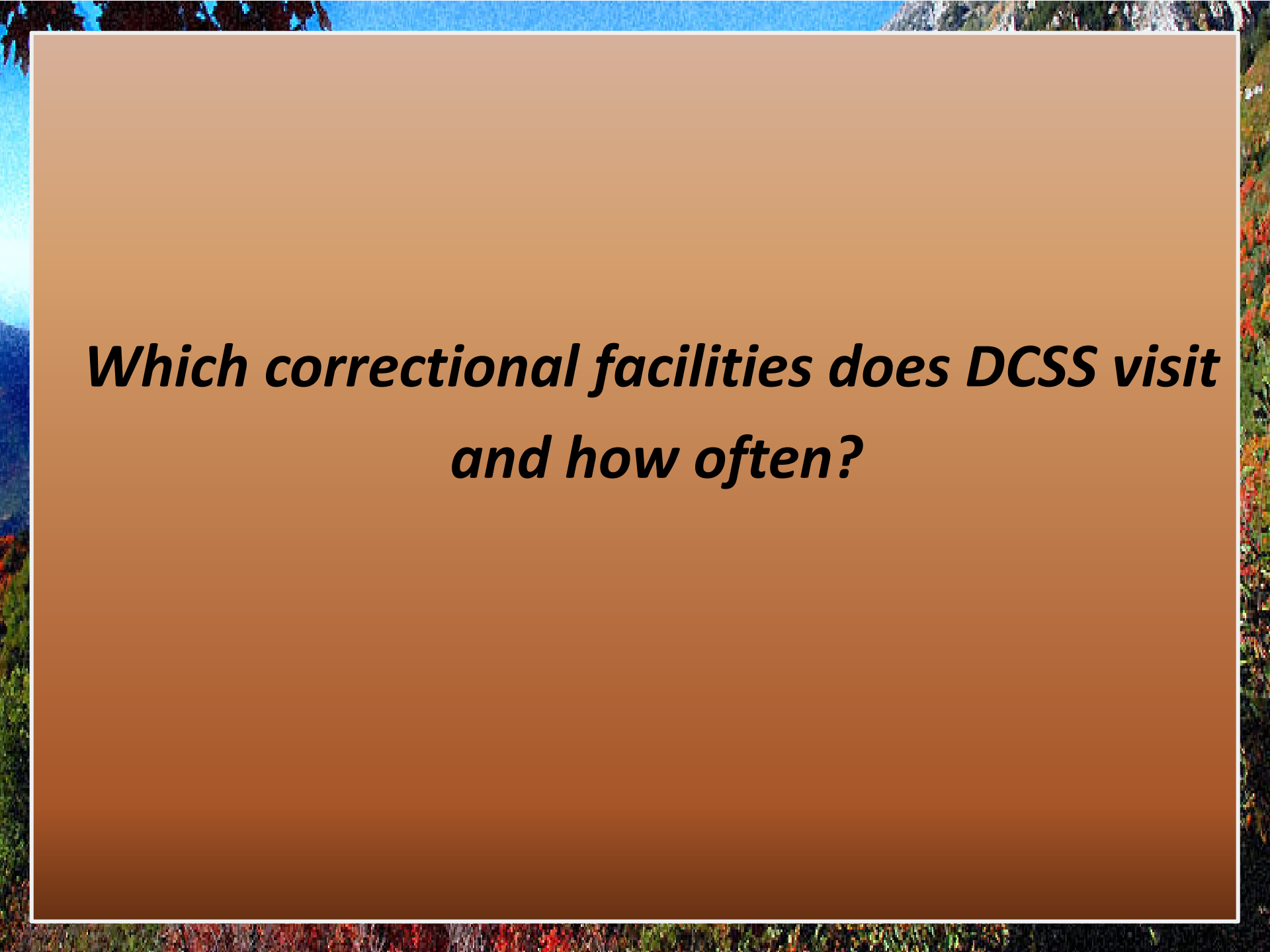


***How does DCSS know when
a parent is incarcerated?***



Data Interface with Prisons and Jails

- Data received from the Department of Corrections (DOC) or Maricopa County Sheriff Office (MCSO) alerts DCSS when a parent is taken into custody and their estimated release date.
- Data shared includes the parent's inmate number, current facility address and the length of their sentence.
- Some parents contact DCSS to let them know that they are incarcerated.



***Which correctional facilities does DCSS visit
and how often?***

DCSS case managers and Assistant Attorneys General (AAG) visit the following:

- County Jails in Phoenix and Tucson on a monthly basis
- DOC (state prisons) on a quarterly basis
- Federal Correctional Institutes on a quarterly basis
- Memorandum of Understanding in place with each facility to outline partnership

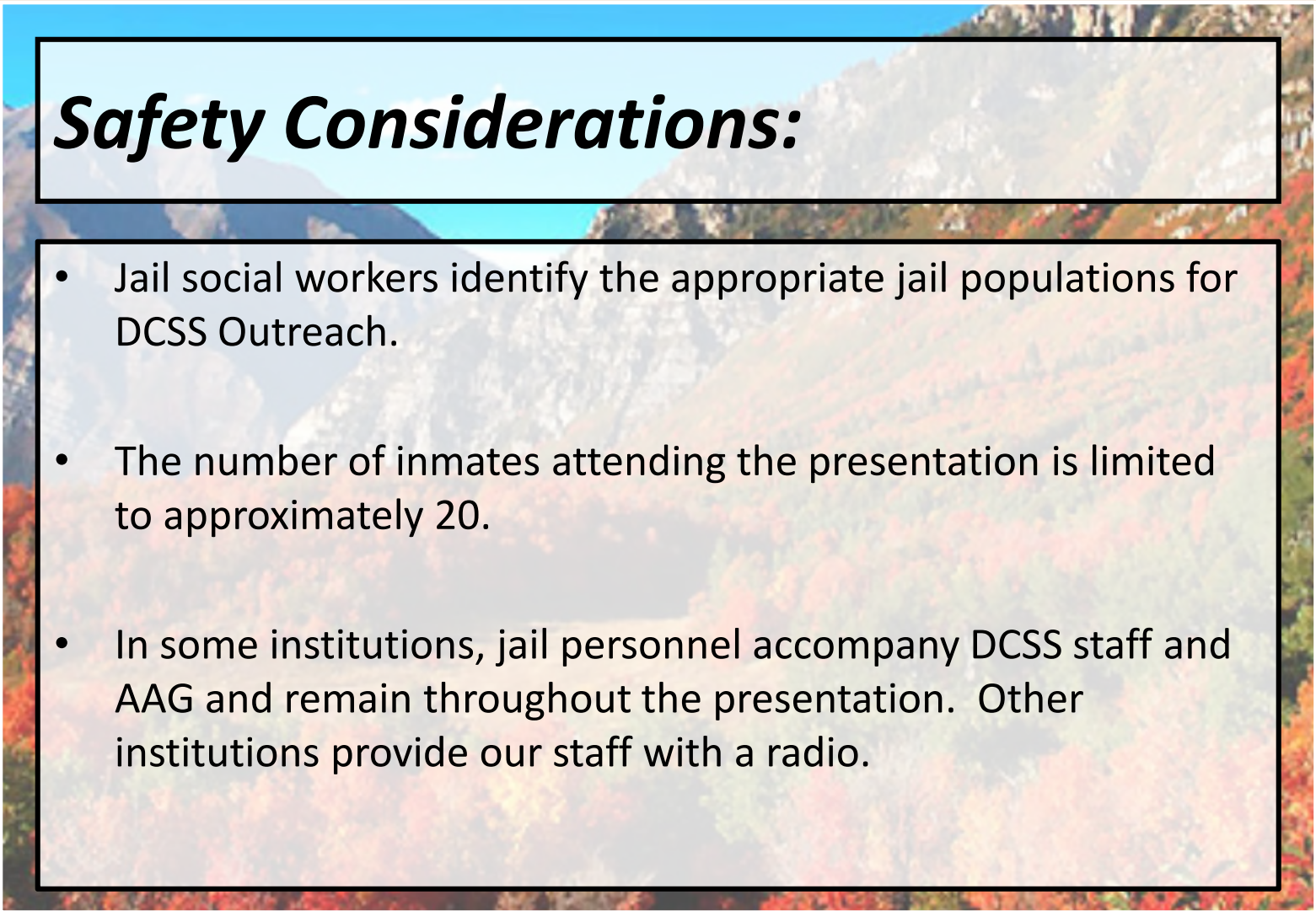


Prisons vs. Jails

- Outreach is tailored to the requirements and preferences of each facility and to the group of inmates addressed.
- DCSS staff can show PowerPoint presentation at federal and some state prisons, however, jails prohibit electronic equipment.
- Child Support informational video will soon be available to play on “Inmate TV” in statewide DOC facilities, both in English and in Spanish.

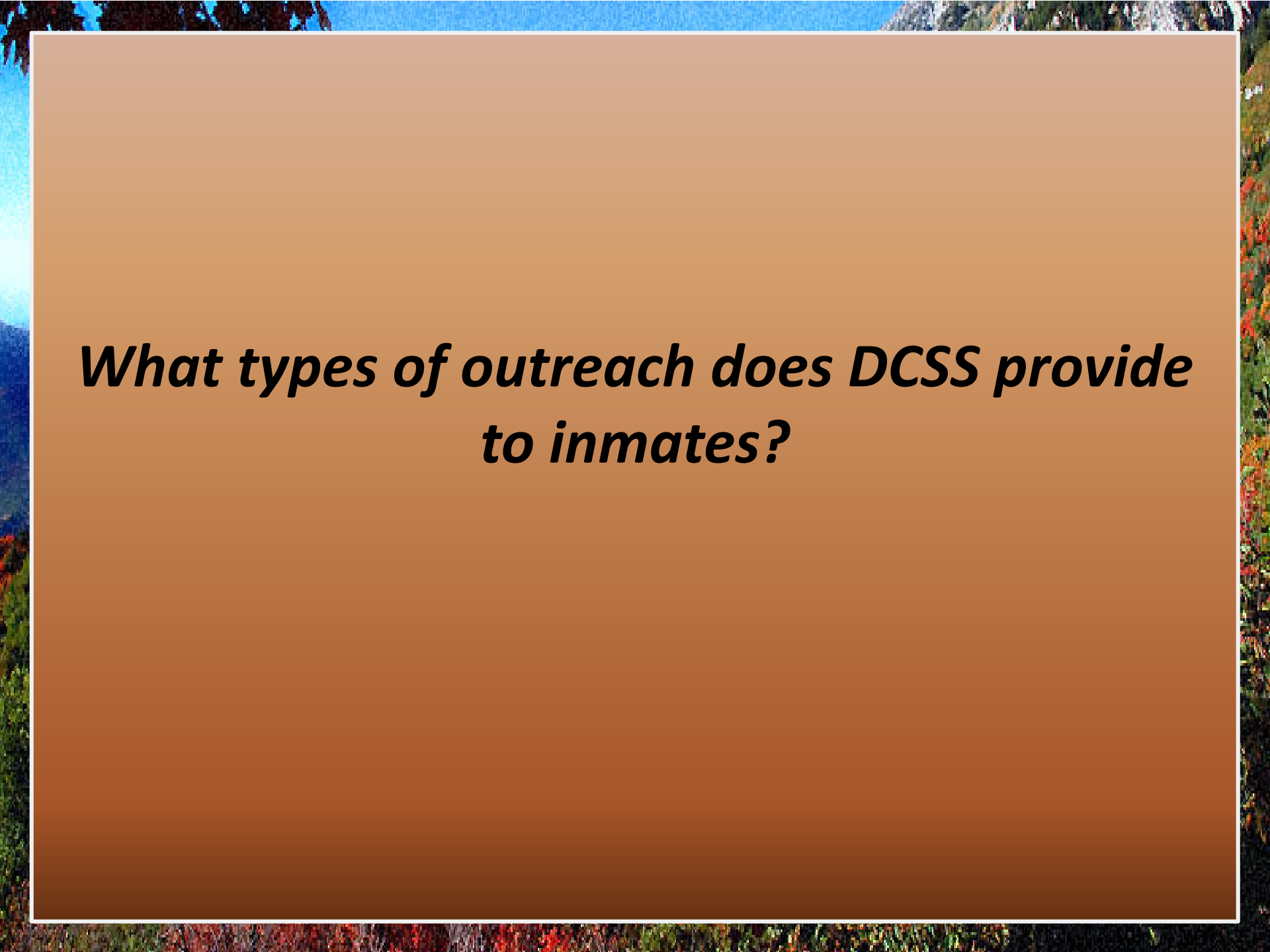


What safety precautions are in place to protect DCSS staff?

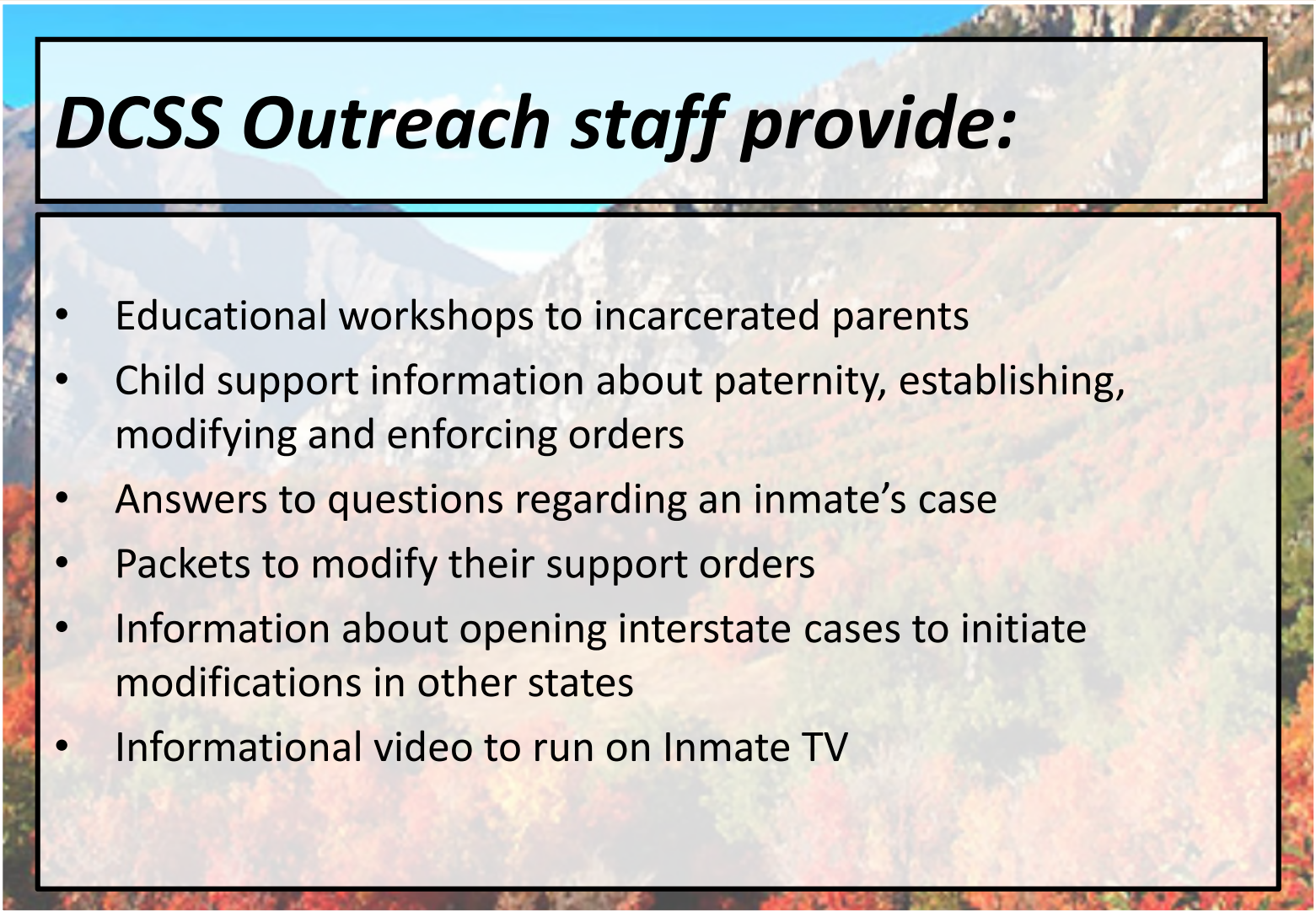


Safety Considerations:

- Jail social workers identify the appropriate jail populations for DCSS Outreach.
- The number of inmates attending the presentation is limited to approximately 20.
- In some institutions, jail personnel accompany DCSS staff and AAG and remain throughout the presentation. Other institutions provide our staff with a radio.



What types of outreach does DCSS provide to inmates?



DCSS Outreach staff provide:

- Educational workshops to incarcerated parents
- Child support information about paternity, establishing, modifying and enforcing orders
- Answers to questions regarding an inmate's case
- Packets to modify their support orders
- Information about opening interstate cases to initiate modifications in other states
- Informational video to run on Inmate TV

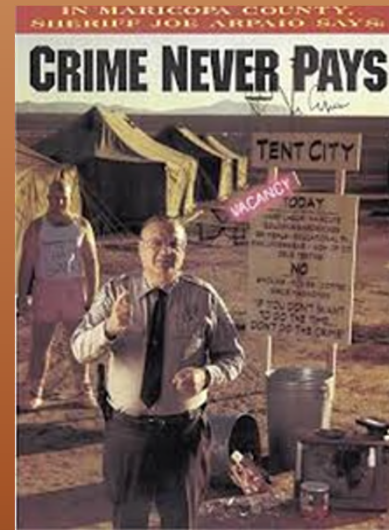


Partnerships with Community Corrections

- DCSS provides general child support training to probation officers in Pima and Maricopa counties.
- Officers give their probationers child support information and explain the importance of getting a job to support their children.
- Child support informational video will play on TV in probation offices.

Postcards from Inmates

"Thank you for always being so patient with us and answering all of our child support questions."

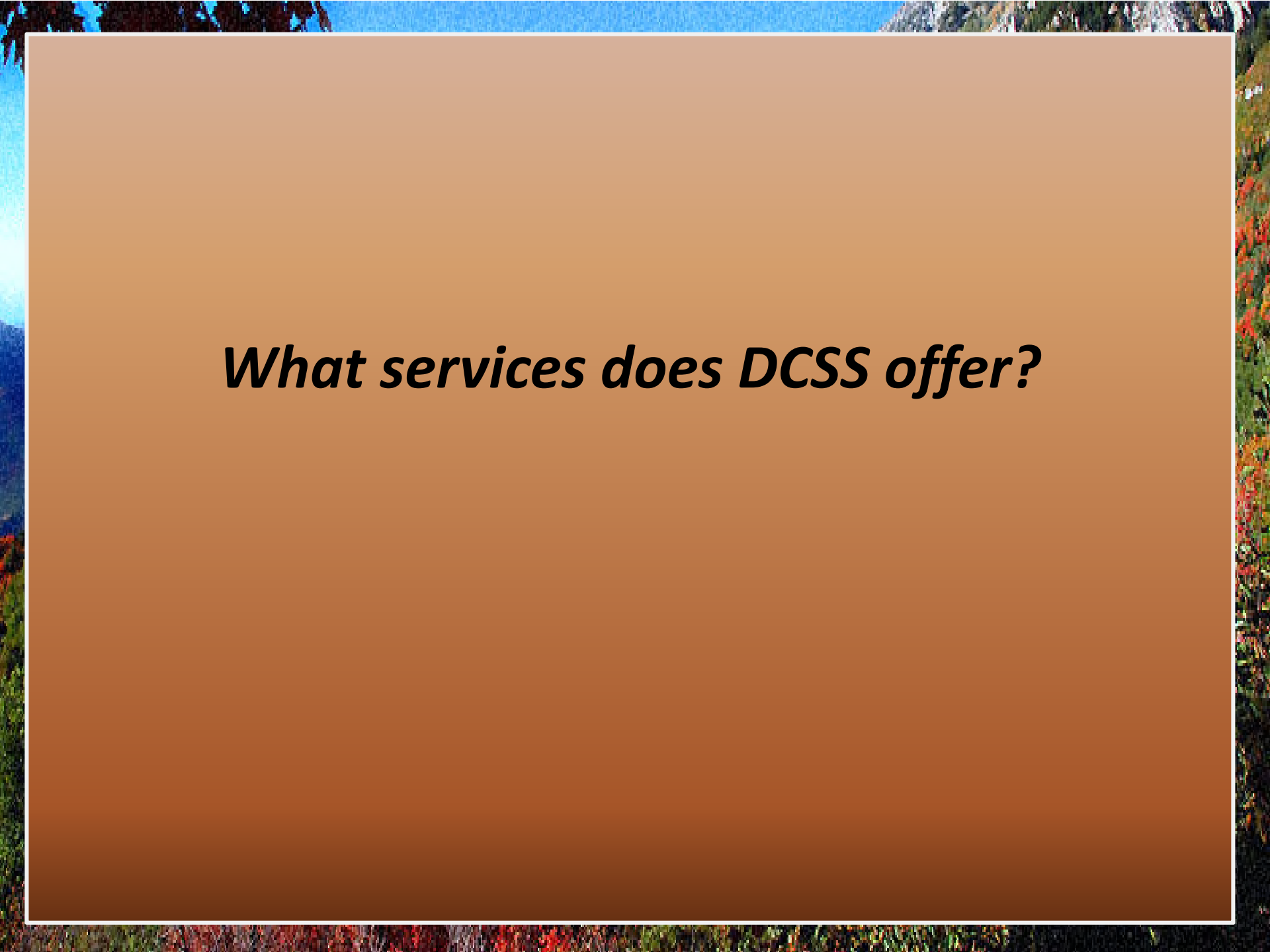


"Thank you for coming to the jail and giving us information about how the child support office works and for helping me with my child support case."



Inmate Video

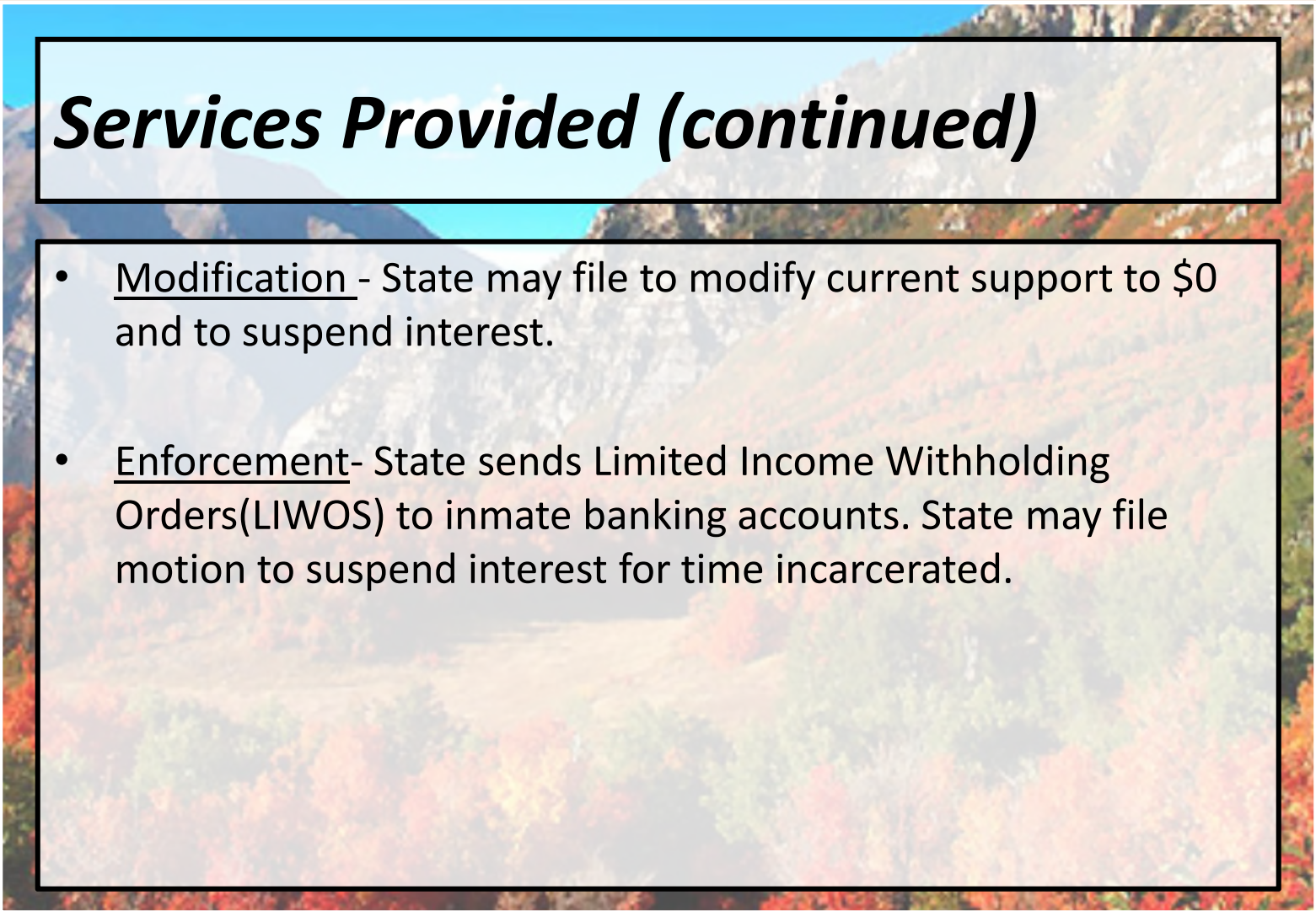
- <https://www.youtube.com/watch?v=LpaAAX8bXQQ>
- <https://vimeo.com/163468860> (childdsupport)



What services does DCSS offer?

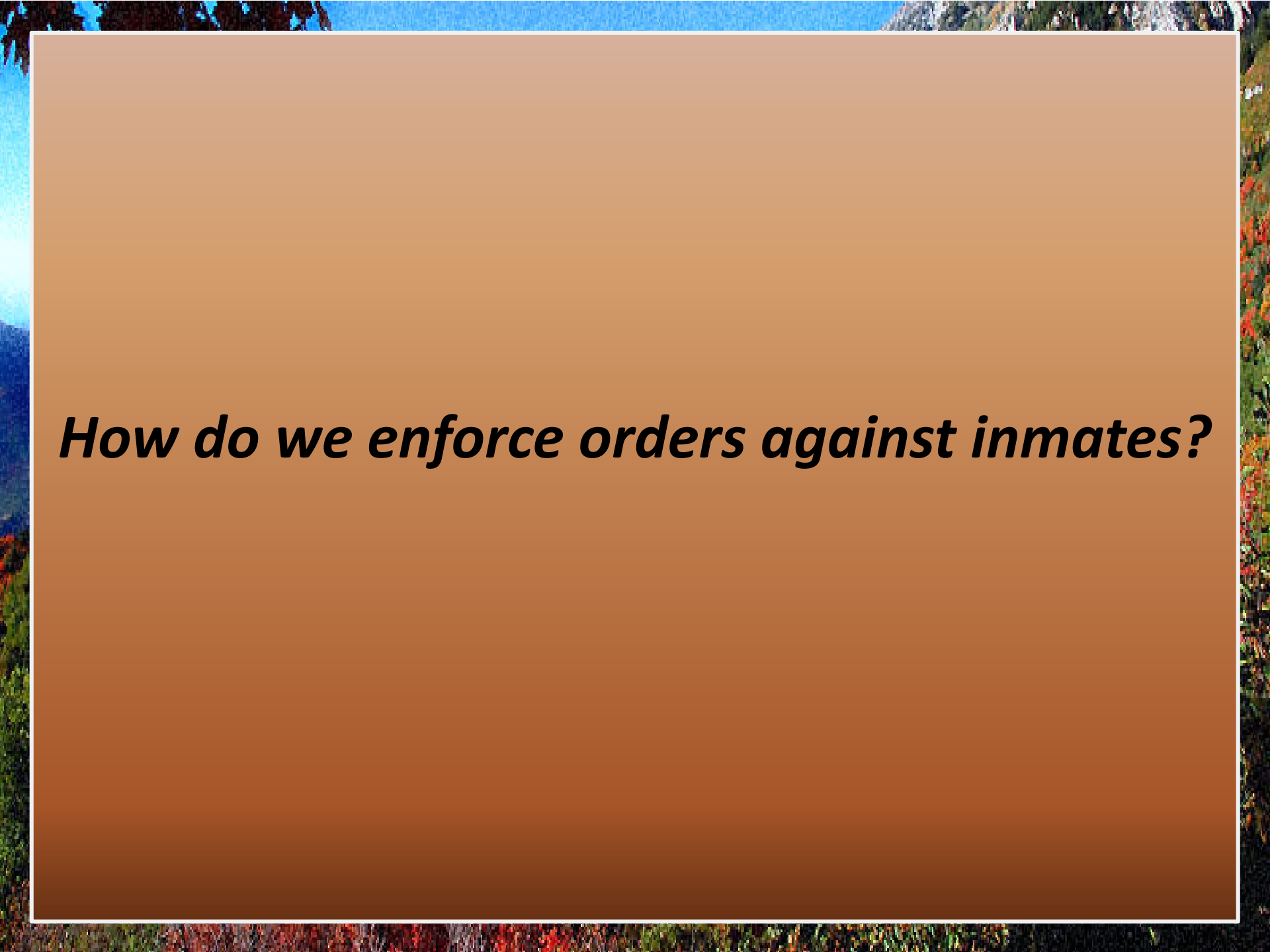
DCSS provides the following services to inmates, depending on the status of their case:

- Paternity – Genetic testing available at DOC or both parents can sign an Acknowledgement of Paternity (AOP) form
- Establishment – New orders are typically \$0 based on obligor's income while incarcerated



Services Provided (continued)

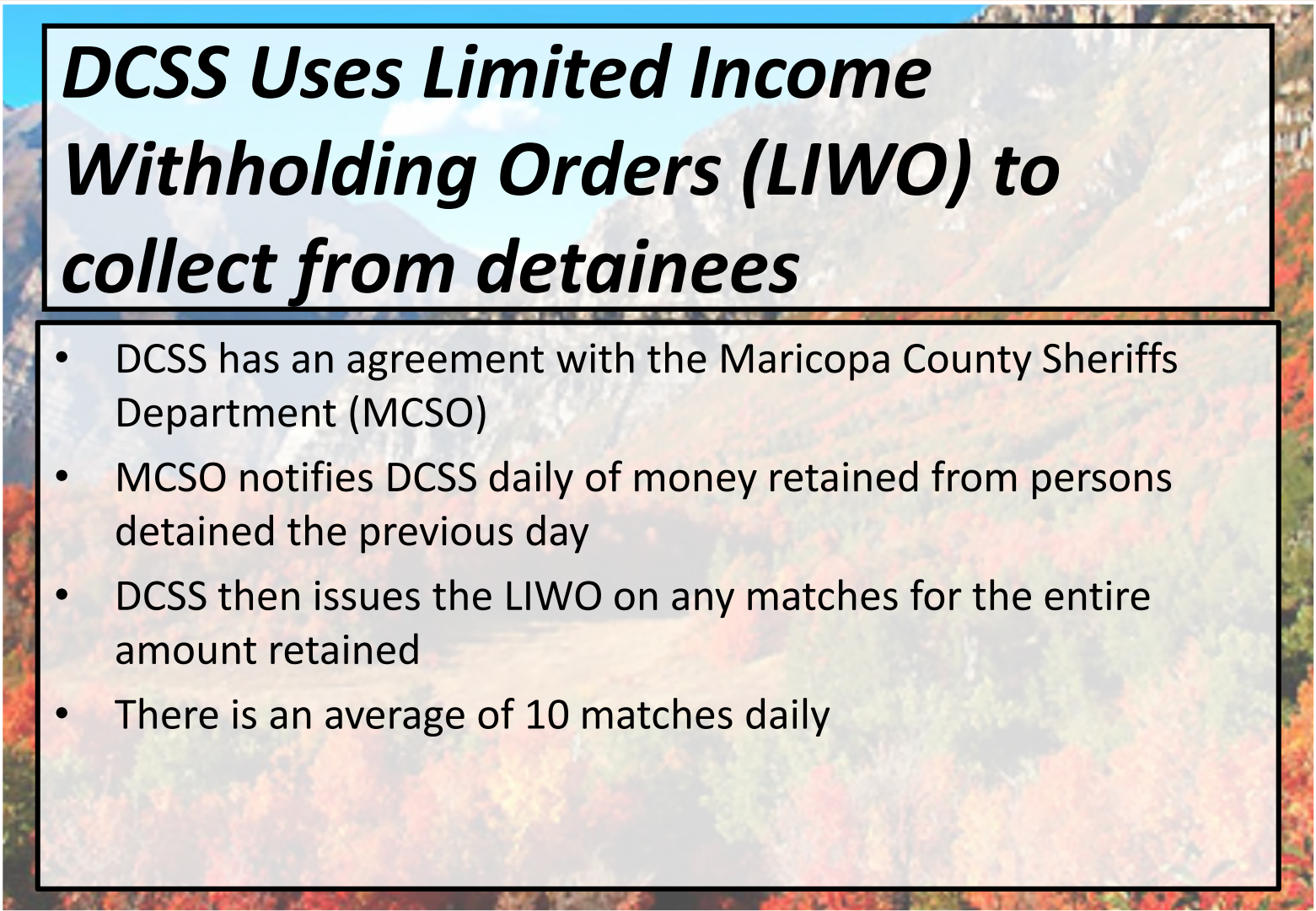
- Modification - State may file to modify current support to \$0 and to suspend interest.
- Enforcement- State sends Limited Income Withholding Orders(LIWOS) to inmate banking accounts. State may file motion to suspend interest for time incarcerated.



How do we enforce orders against inmates?

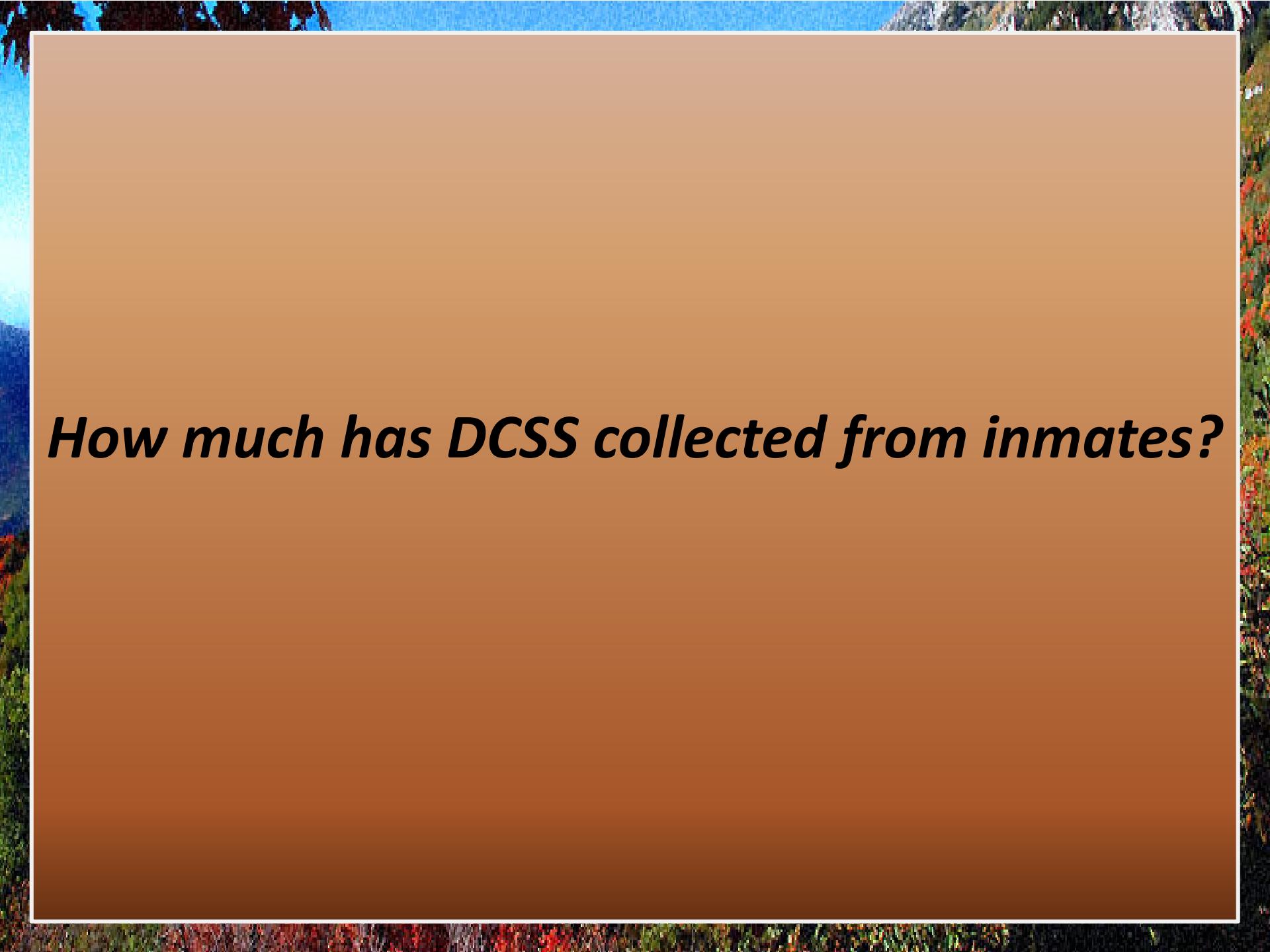
DCSS Uses Limited Income Withholding Orders (LIWO) to collect from inmates

- DOC - inmate banking account information interfaces monthly and averages 2500 matching cases
- DOC – we have recently increased the number of LIWOs from 25 to 100 per week, allowing our entire population to be hit twice annually
- The inmate must have a minimum of \$50.00 in the account
- DCSS issues the LIWO for the entire amount in the inmate's account with the exception of \$20.00
- Restitution has higher priority than child support

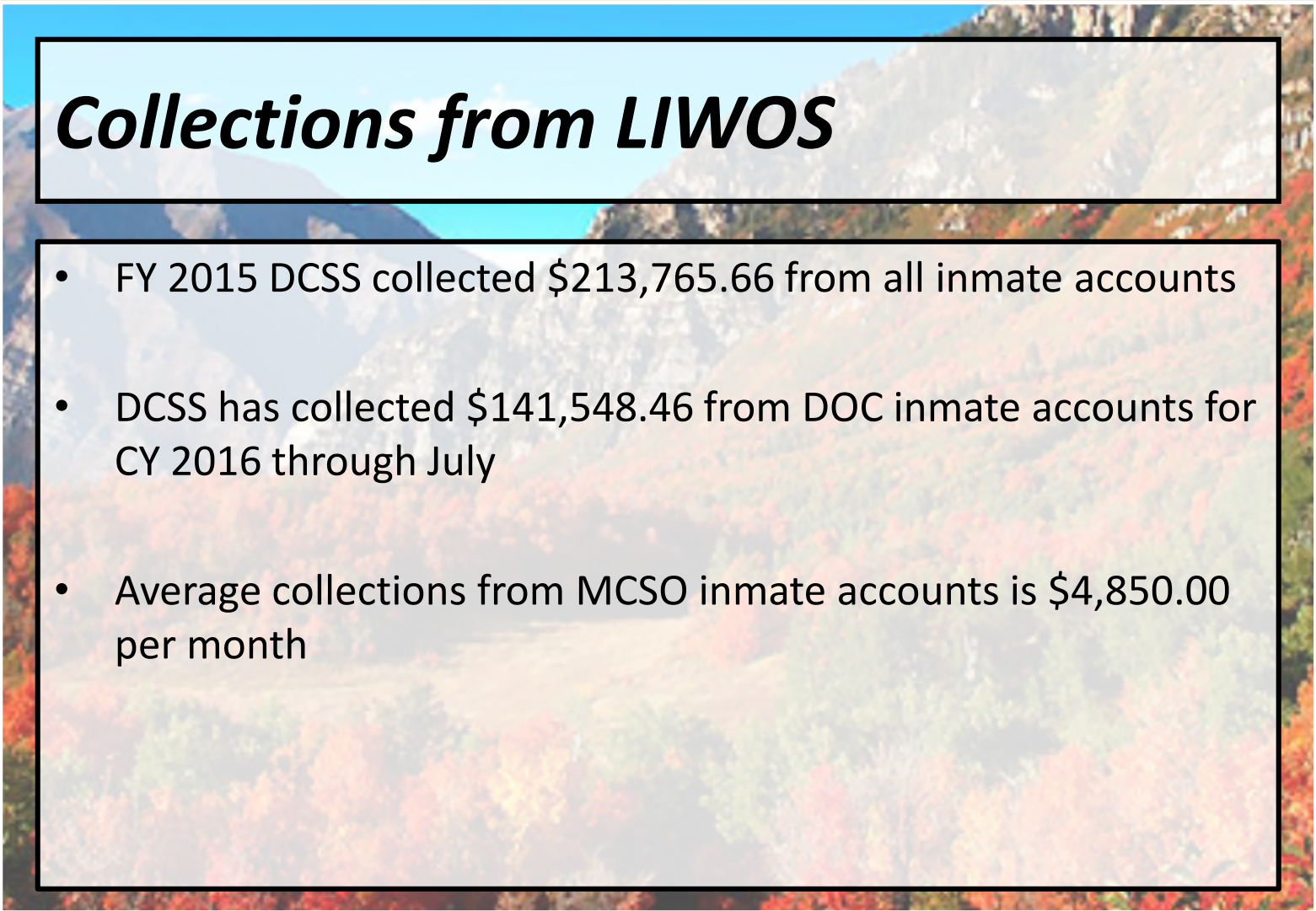


DCSS Uses Limited Income Withholding Orders (LIWO) to collect from detainees

- DCSS has an agreement with the Maricopa County Sheriffs Department (MCSO)
- MCSO notifies DCSS daily of money retained from persons detained the previous day
- DCSS then issues the LIWO on any matches for the entire amount retained
- There is an average of 10 matches daily

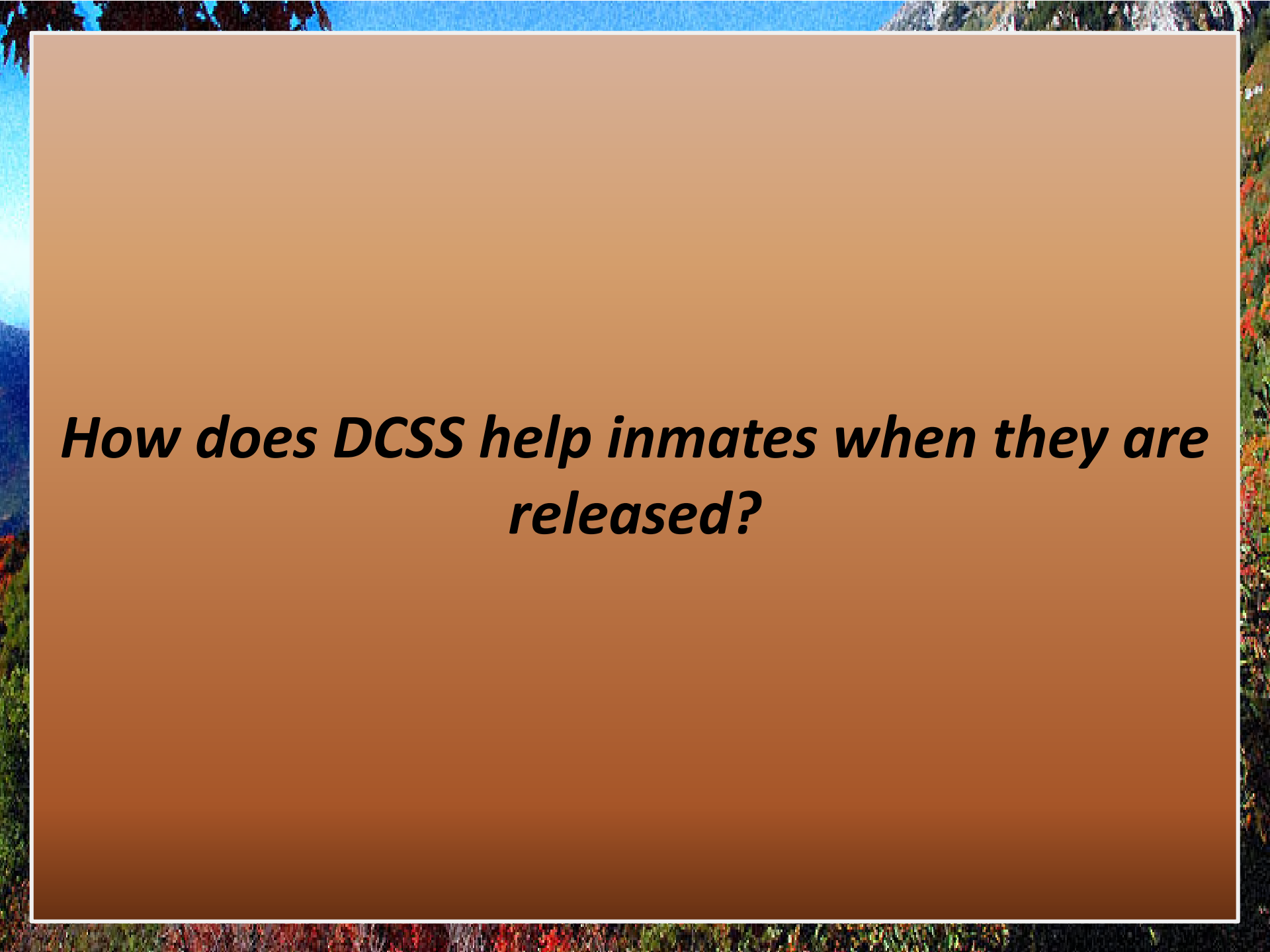


How much has DCSS collected from inmates?

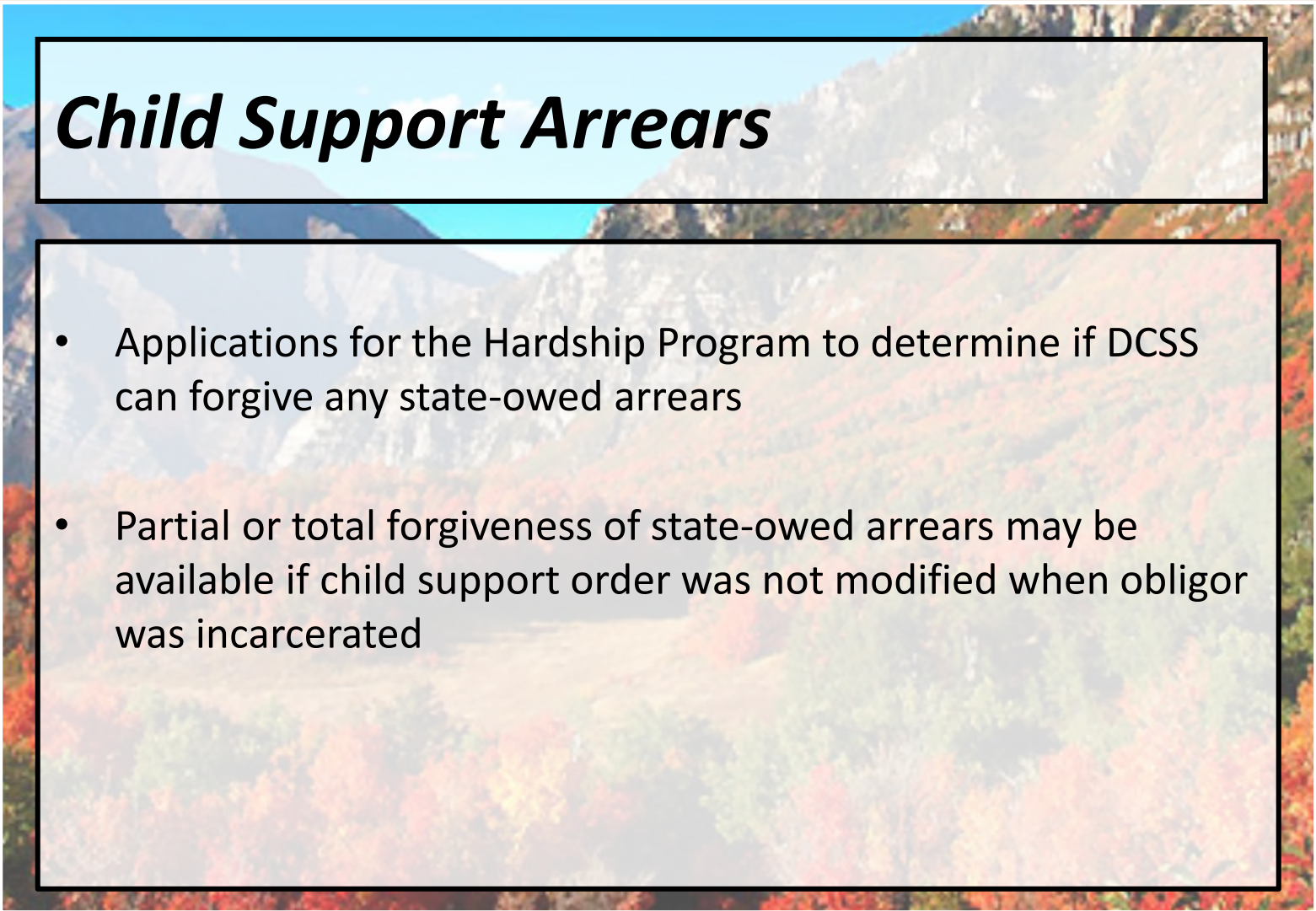


Collections from LIWOS

- FY 2015 DCSS collected \$213,765.66 from all inmate accounts
- DCSS has collected \$141,548.46 from DOC inmate accounts for CY 2016 through July
- Average collections from MCSO inmate accounts is \$4,850.00 per month



How does DCSS help inmates when they are released?



Child Support Arrears

- Applications for the Hardship Program to determine if DCSS can forgive any state-owed arrears
- Partial or total forgiveness of state-owed arrears may be available if child support order was not modified when obligor was incarcerated

Contact Information

- Amanda Dean, Division of Child Support Services, Operations Support Administrator

adean@azdes.gov

- Michael A. Gurney, Division of Child Support Services, Specialized Services Program Manager

mgurney@azdes.gov

- Deb Tanner, Office of the Attorney General, Section Chief Counsel

Debra.Tanner@azag.gov

- Janet W. Sell, Office of the Attorney General, Unit Chief Counsel

Janet.Sell@azag.gov



PROBATION AND CHILD SUPPORT

Albert Quintero – Operational Manager
Stanislaus County DCSS, California

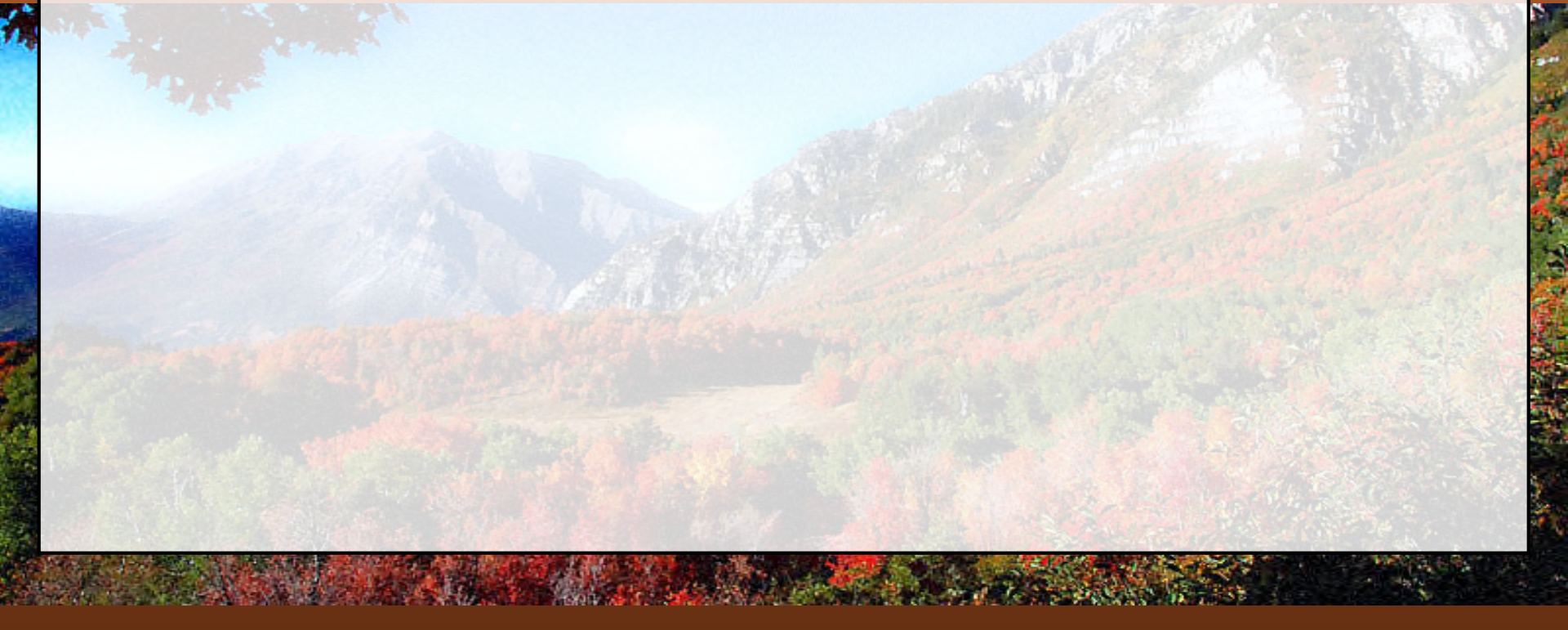


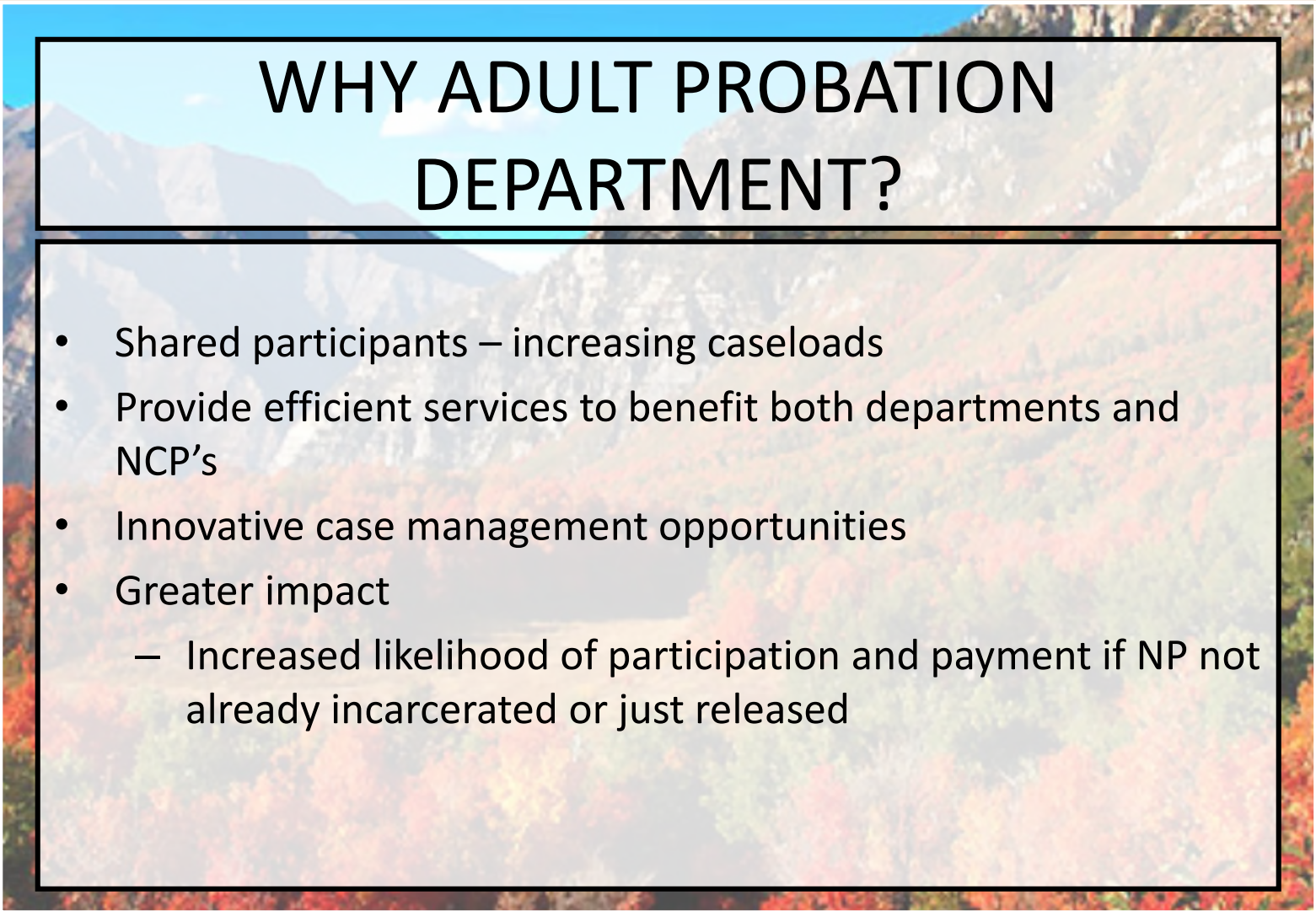
DCSS PARTNERSHIP WITH PROBATION



BACKGROUND

- Building upon the CA DCSS incarcerated Obligor Project
- Adult Probation was willing to run a pilot project





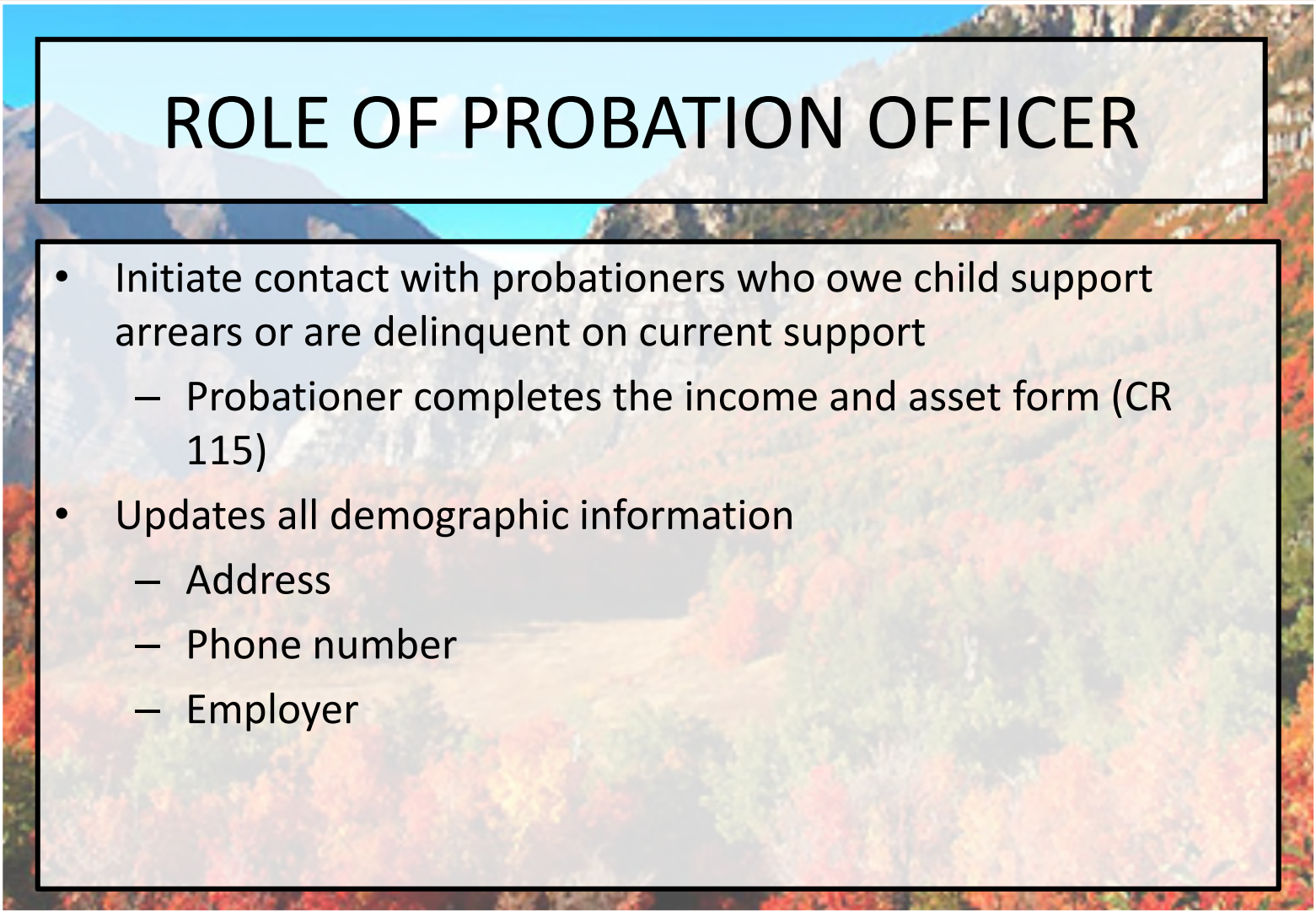
WHY ADULT PROBATION DEPARTMENT?

- Shared participants – increasing caseloads
- Provide efficient services to benefit both departments and NCP's
- Innovative case management opportunities
- Greater impact
 - Increased likelihood of participation and payment if NP not already incarcerated or just released

IDENTIFYING SHARED PARTICIPANTS



- Conducted data match to identify shared participants
 - Penal Code § 11105(b)(17) and Family Code § 17505(b) authorized Probation Dept. to share criminal history
 - Stanislaus Adult Probation- 11,395 active adult probationers (2011)
 - Data Match through DR- 1397 shared participants (2011)

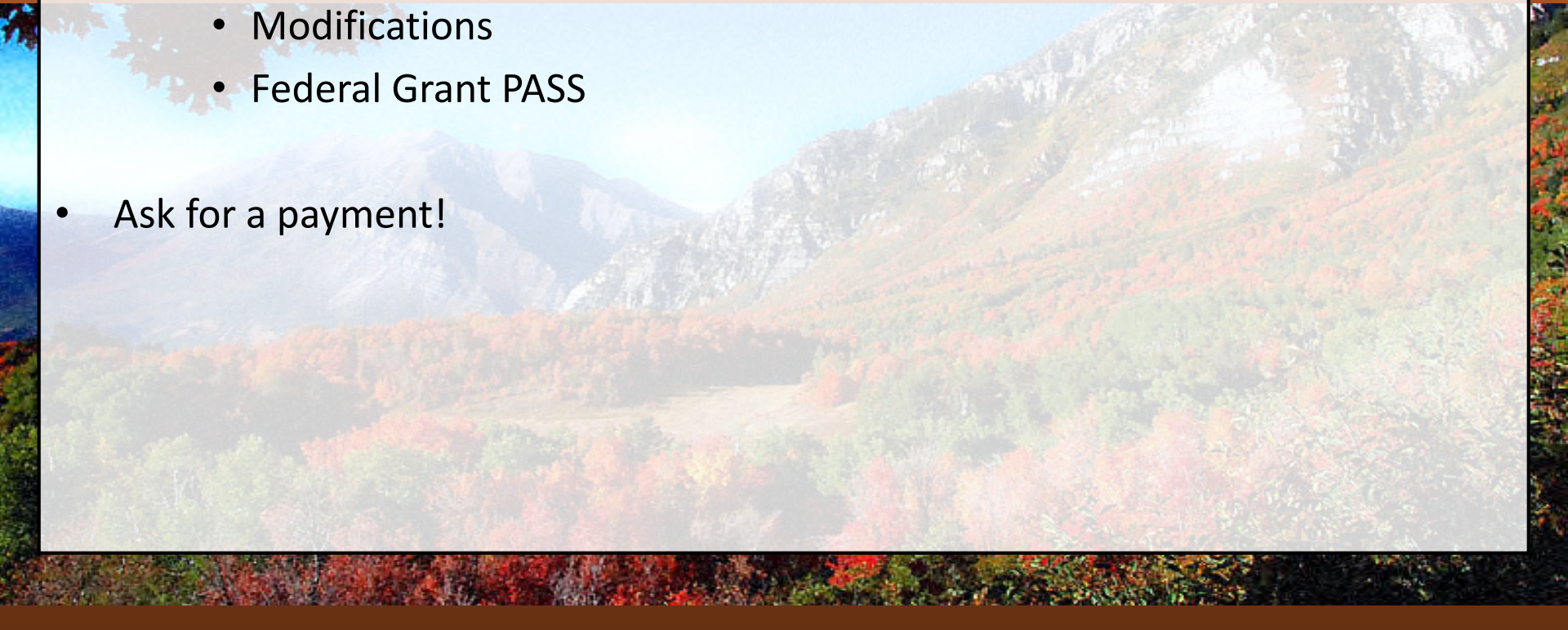


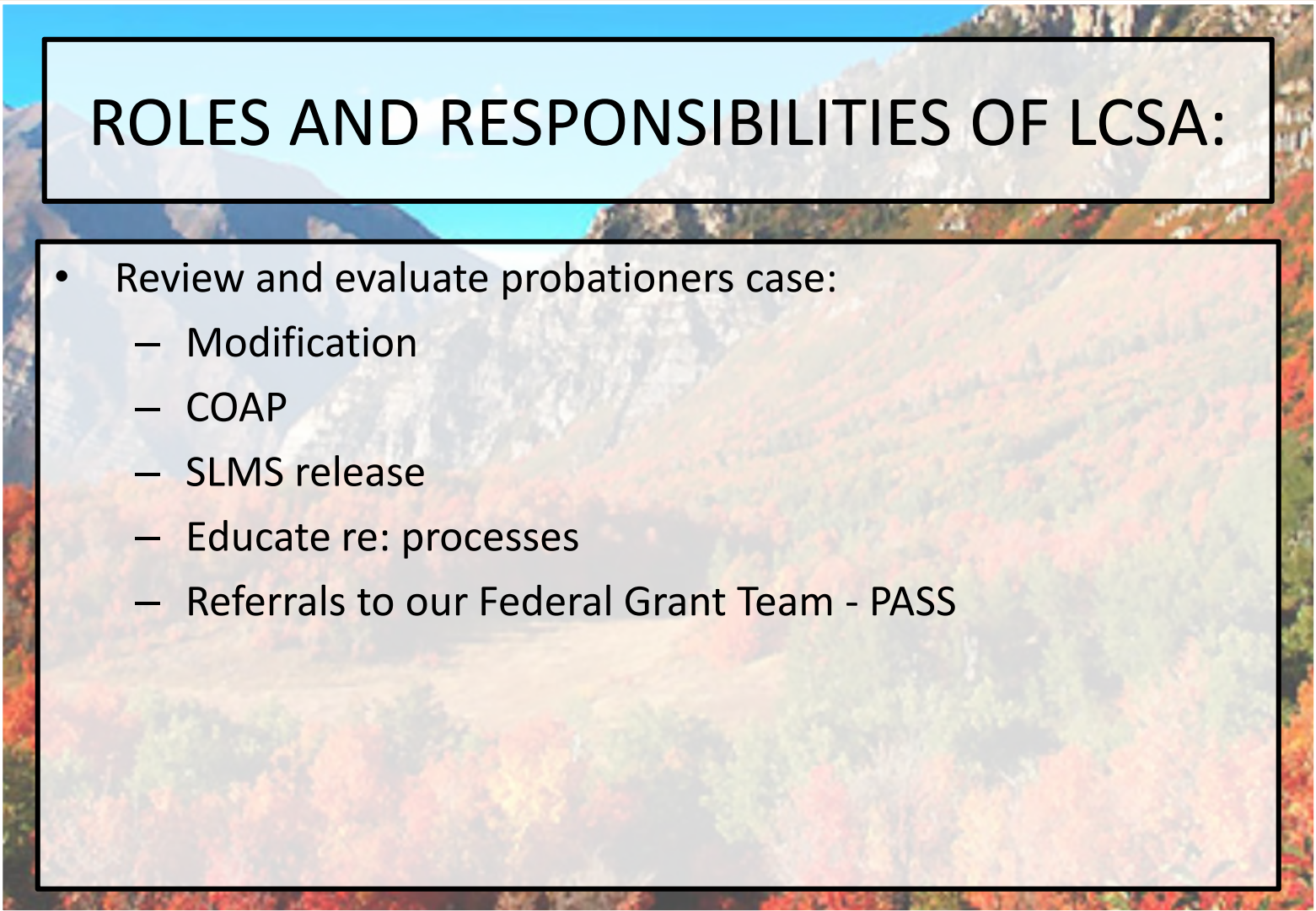
ROLE OF PROBATION OFFICER

- Initiate contact with probationers who owe child support arrears or are delinquent on current support
 - Probationer completes the income and asset form (CR 115)
- Updates all demographic information
 - Address
 - Phone number
 - Employer

RESPONSIBILITIES OF THE PROBATION OFFICER

- Education:
 - Inform NCP's about LCSA programs:
 - SLMS release
 - COAP
 - Modifications
 - Federal Grant PASS
- Ask for a payment!





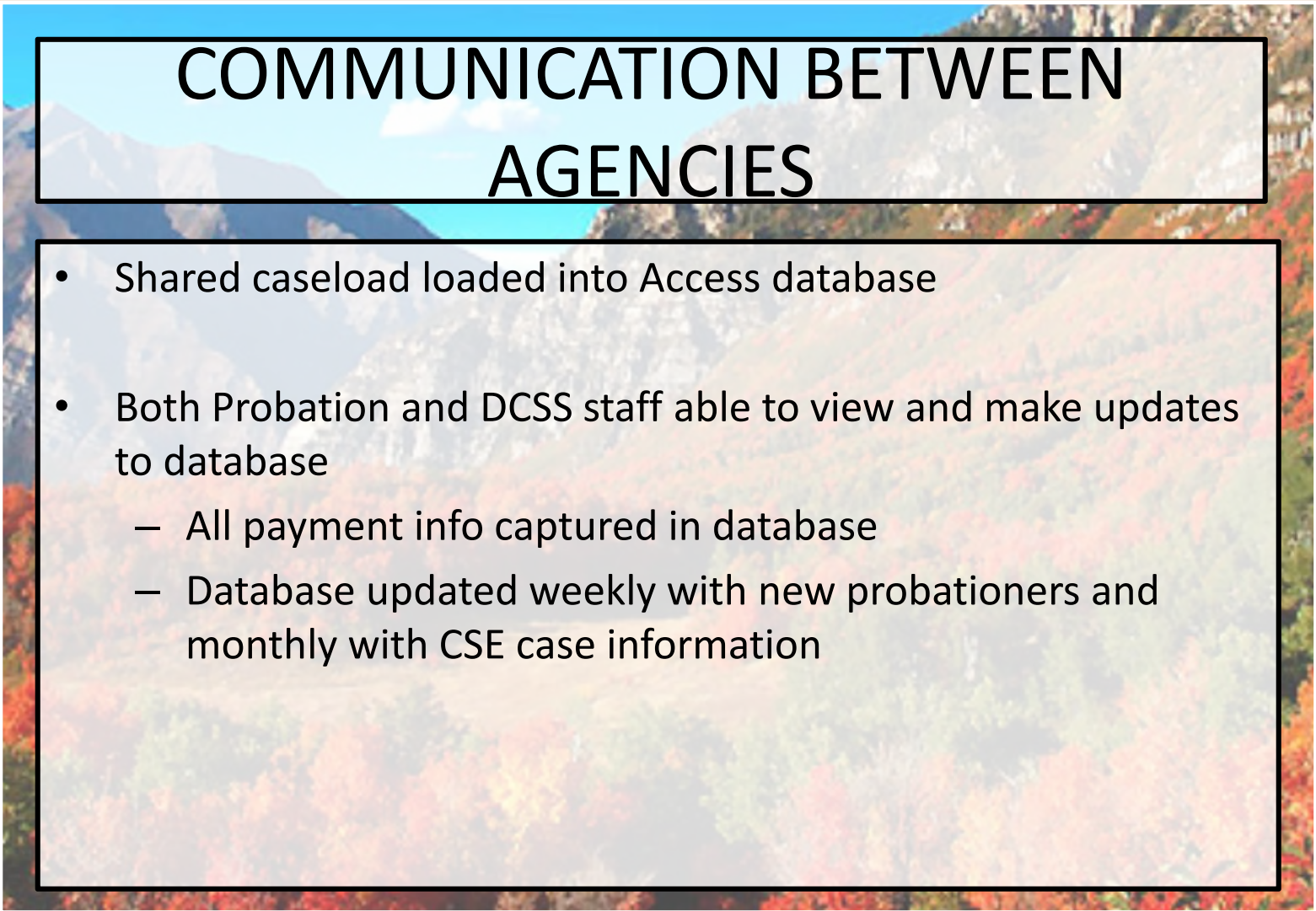
ROLES AND RESPONSIBILITIES OF LCSA:

- Review and evaluate probationers case:
 - Modification
 - COAP
 - SLMS release
 - Educate re: processes
 - Referrals to our Federal Grant Team - PASS

PILOT PROJECT



- Probation Staff:
 - 11 Deputy Probation Officers
 - 1 Supervising Probation Officer
 - 1 Supervising Legal Clerk
 - 1 Legal Clerk IV
- LCSA staff:
 - 1 Child support supervisor/liaison - part-time
 - 1 ITU app specialist- P/T for data match
 - CSO's handle all walk-ins per caseload

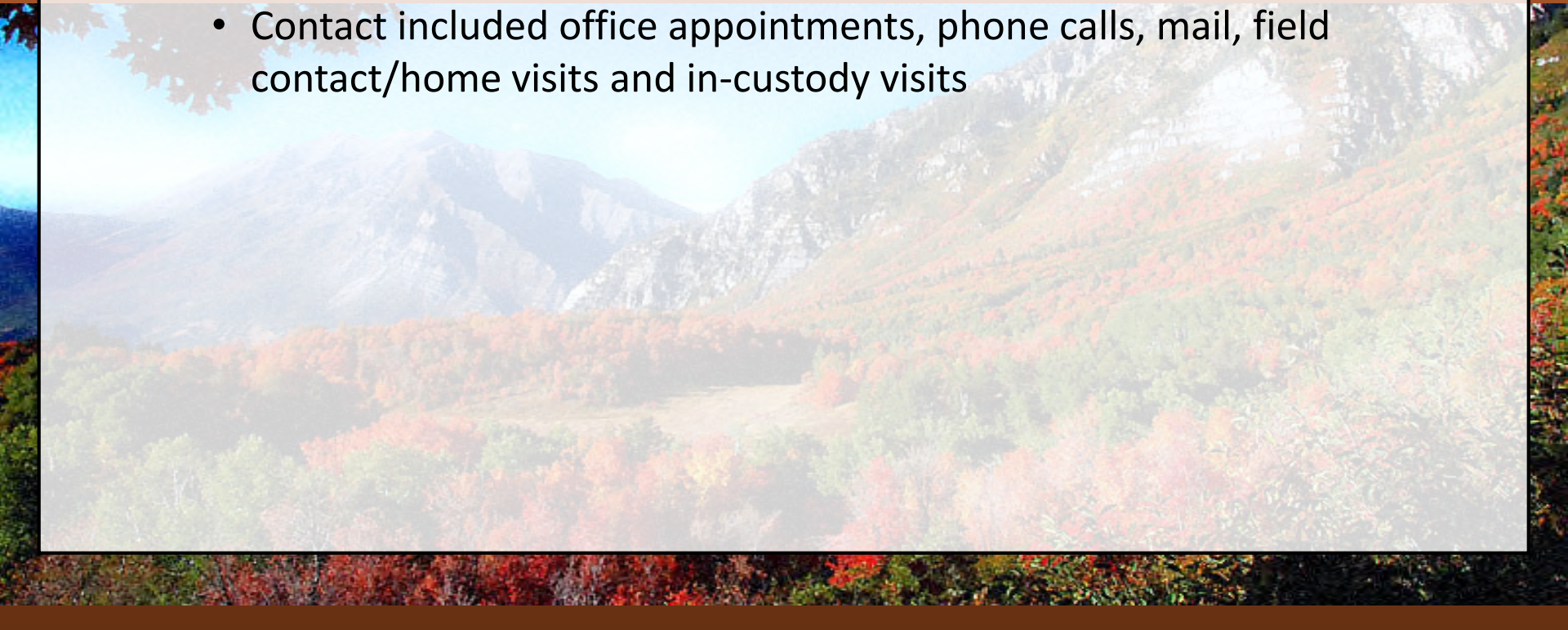


COMMUNICATION BETWEEN AGENCIES

- Shared caseload loaded into Access database
- Both Probation and DCSS staff able to view and make updates to database
 - All payment info captured in database
 - Database updated weekly with new probationers and monthly with CSE case information

PILOT PROJECT RESULTS:

- Pilot Project was run mid-March 2011 to July 2011
 - Probation staff contacted 1375 shared customers- NCP's on probation
- Contact included office appointments, phone calls, mail, field contact/home visits and in-custody visits

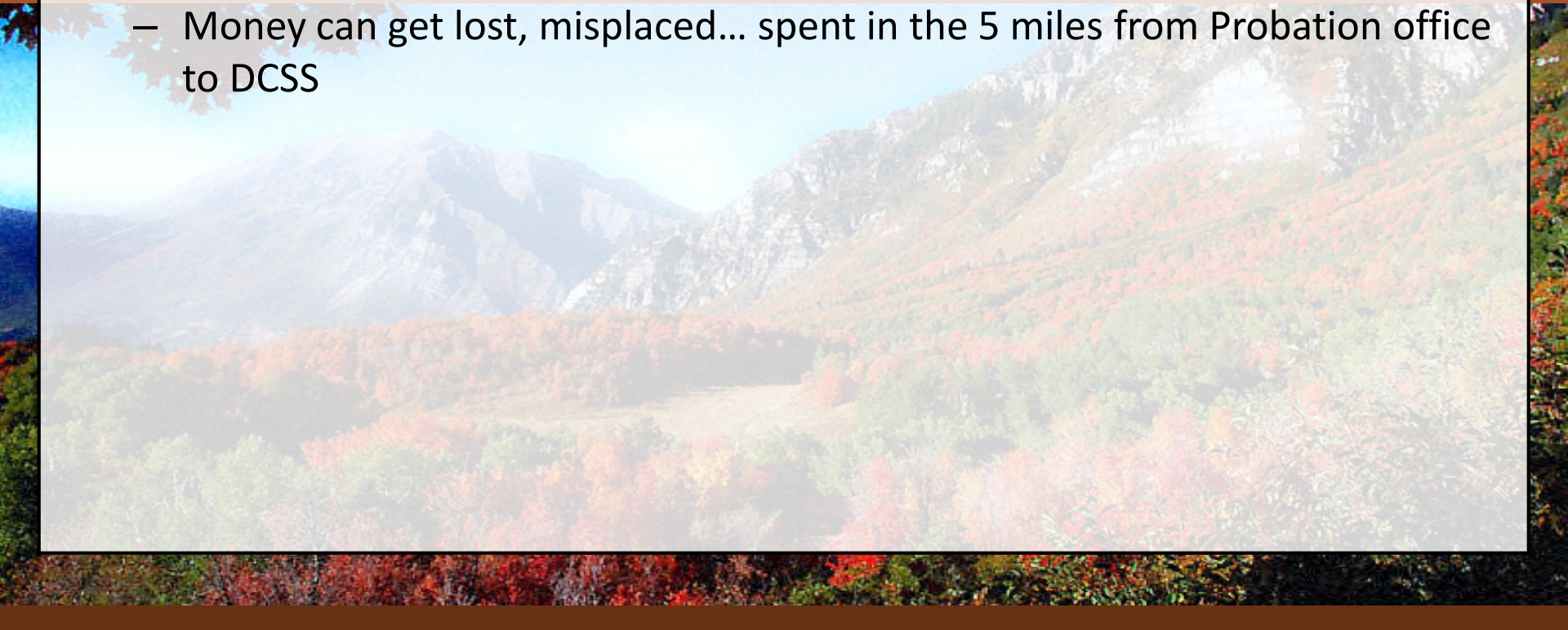


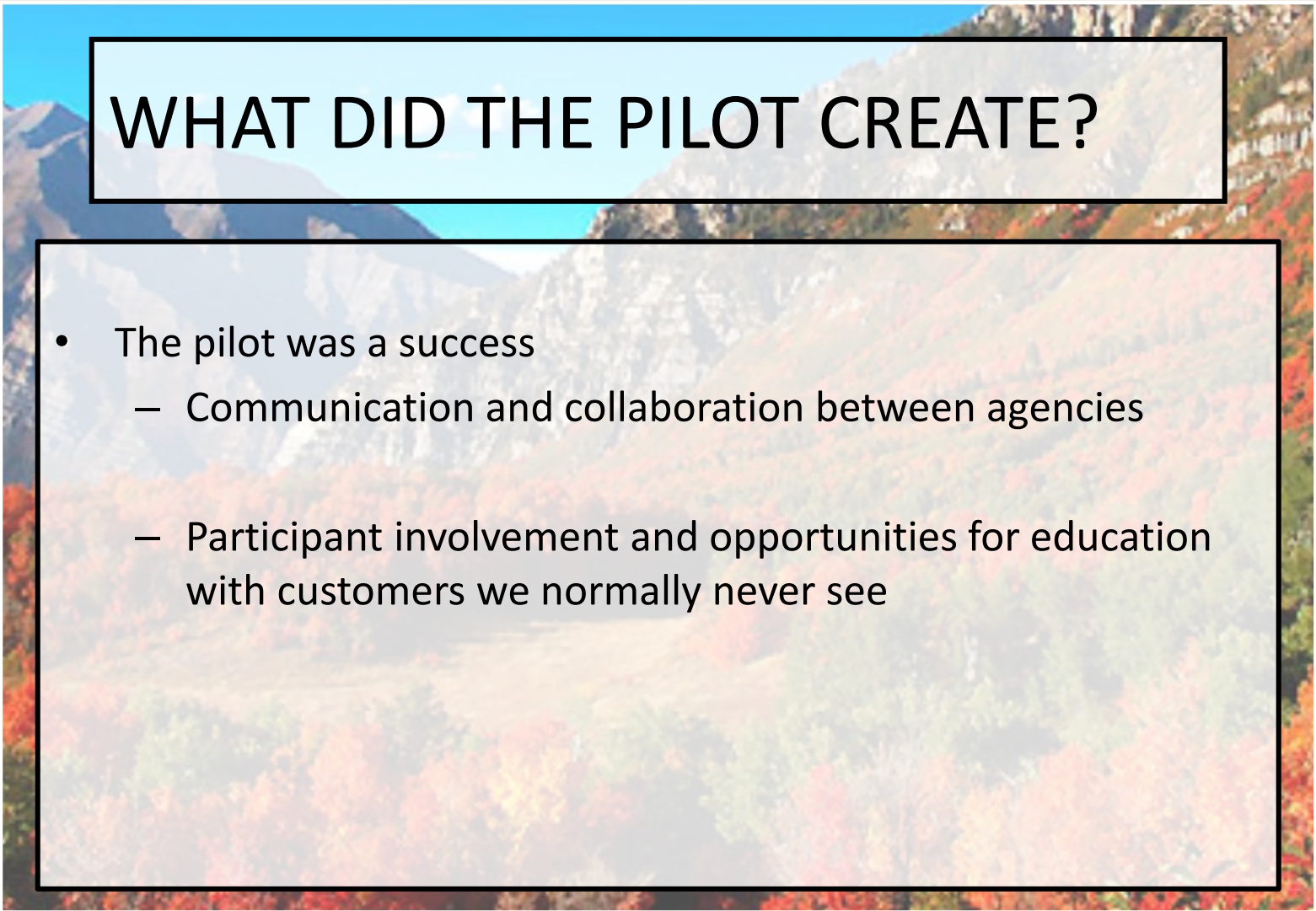
RESULTS AS OF JULY 2011

- DCSS received payments from 269 participants
 - 212 cases had their first payment of the fiscal year
- Total REG collections- \$32,312.50 from 269 participants-money to families
 - Does not include IWO, UIB, DIS or IRS payments

LESSONS LEARNED IN PILOT PROJECT:

- Probation is successful in getting the initial contact
- Once contact is made- get the initial payment while they are there
 - Money can get lost, misplaced... spent in the 5 miles from Probation office to DCSS



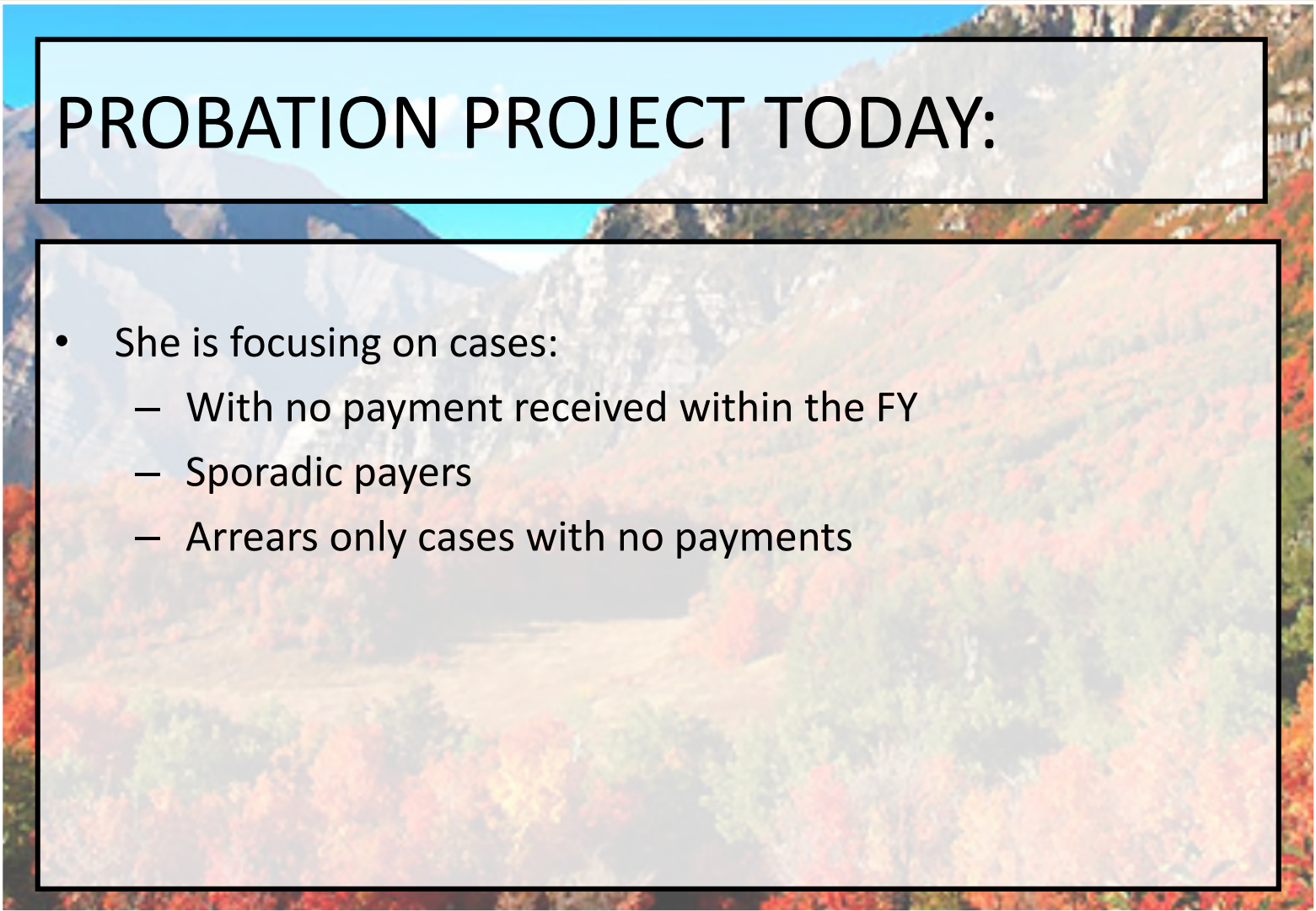


WHAT DID THE PILOT CREATE?

- The pilot was a success
 - Communication and collaboration between agencies
 - Participant involvement and opportunities for education with customers we normally never see

PROBATION PROJECT TODAY:

- FFY 2012,2013,2014,2015, 2016:
 - We have 1 deputy probation officer doing 100% full time child support work
 - She initiates contact, reviews cases in CSE, negotiates SLMS releases, educates on COAP and mods and collects payments



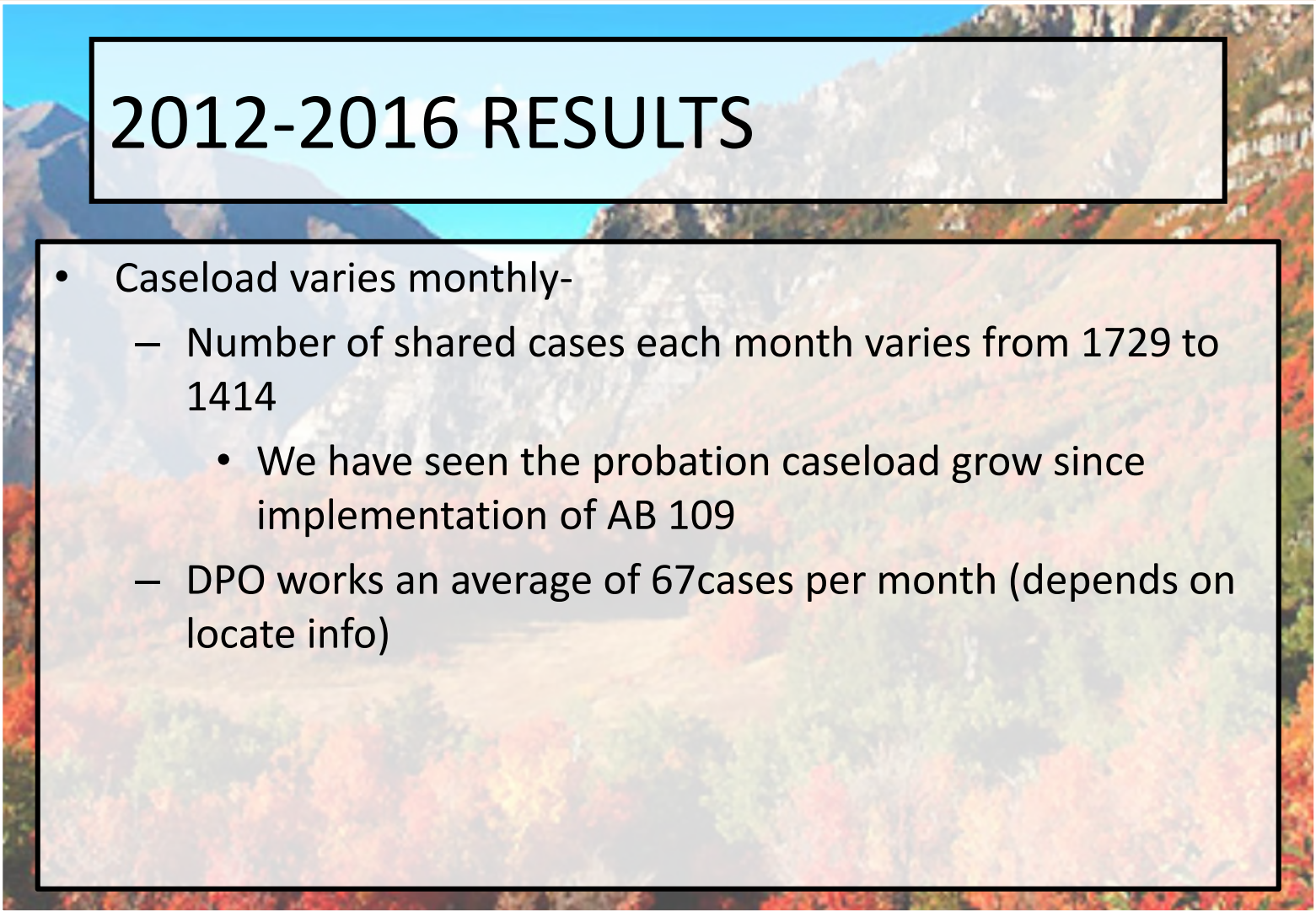
PROBATION PROJECT TODAY:

- She is focusing on cases:
 - With no payment received within the FY
 - Sporadic payers
 - Arrears only cases with no payments

2/2012-6/2016 RESULTS



- From 2/2012-6/2016 DPO:
 - Has seen 2,346 NCP's in the Probation office
 - Made 1,646 phone calls to NCPs
 - Saw 89 NCP's in field through home visits
 - Saw 17 NCP's in local custody
 - Collected a total of **1,937** payments, average payment amount **\$20.91**

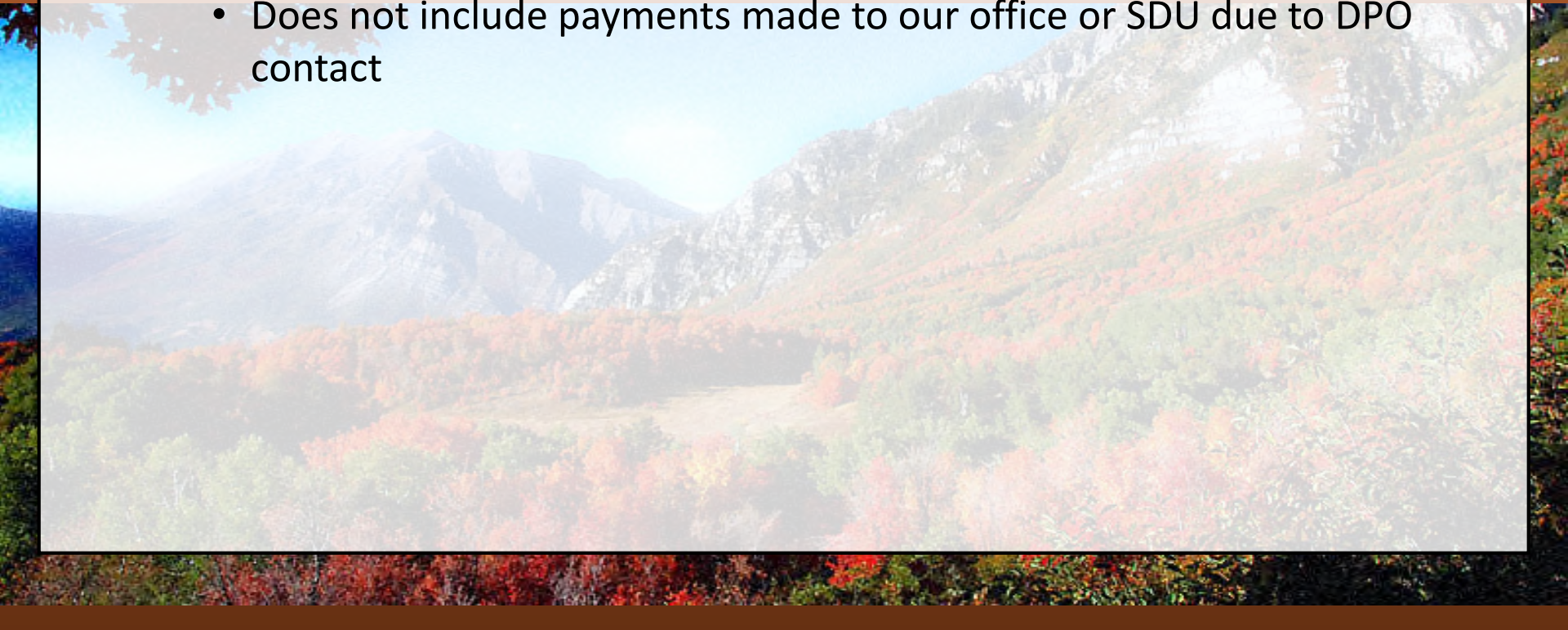


2012-2016 RESULTS

- Caseload varies monthly-
 - Number of shared cases each month varies from 1729 to 1414
 - We have seen the probation caseload grow since implementation of AB 109
 - DPO works an average of 67cases per month (depends on locate info)

2012-2016 RESULTS

- Collections:
 - DPO received a payment on 67% of all cases she works!
 - Total collection: \$40,513.72 collected from 2/2012 to 7/2016 by DPO – cash payment to her in receipt book
 - Does not include payments made to our office or SDU due to DPO contact



2012-2016 RESULTS

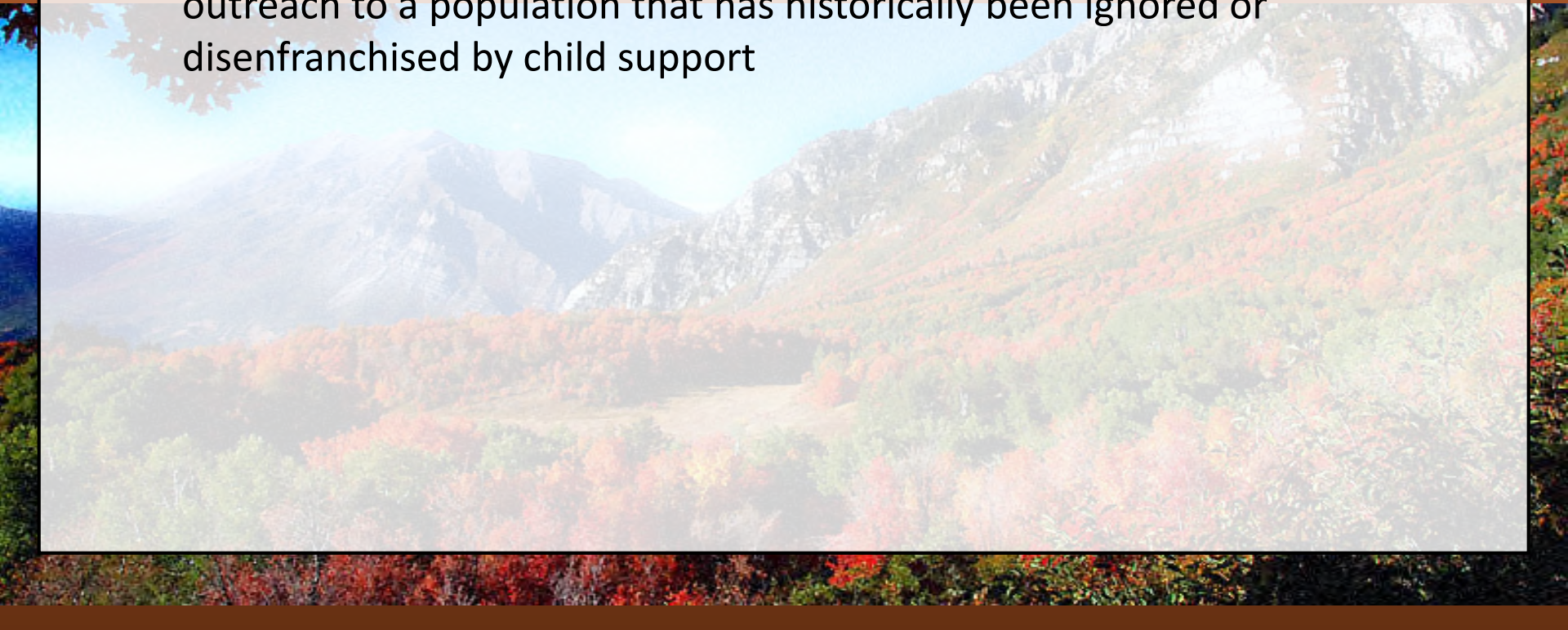
- Arrear FPMs within Probation Caseload:

FFY-Arrears	October	September	+/-
2014	20%	46%	+26%
2015	17%	48%	+31%
2016	20%	42%	TBD

*Through 6/2016

BOTTOM LINE:

- NCP's on probation or with a criminal history are more likely to make contact with DPO's than CSO's
 - We have a great opportunity for relation building and education and outreach to a population that has historically been ignored or disenfranchised by child support



Thank you!



Albert Quintero – Operational Manager
Stanislaus County DCSS, California

Ph:209-558-1486

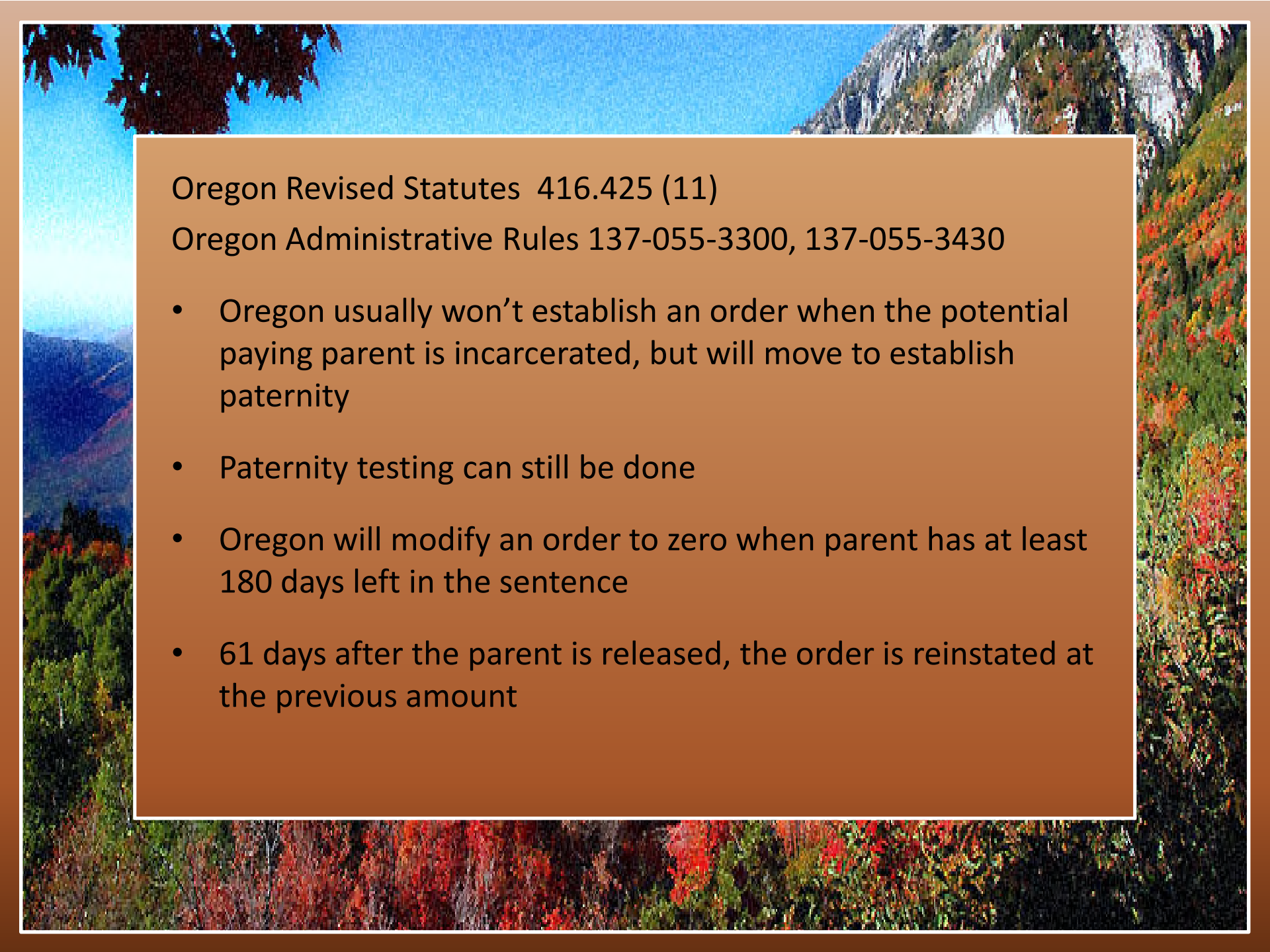
aquintero@stancodcss.org



Busting Through Barriers

Corrections Outreach in Oregon





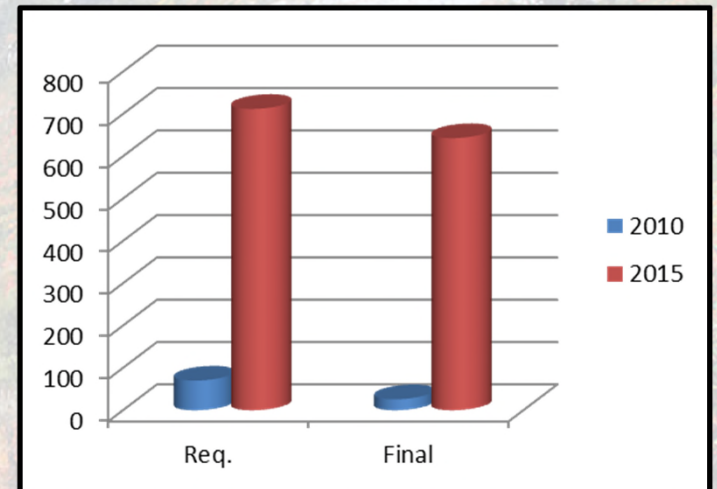
Oregon Revised Statutes 416.425 (11)

Oregon Administrative Rules 137-055-3300, 137-055-3430

- Oregon usually won't establish an order when the potential paying parent is incarcerated, but will move to establish paternity
- Paternity testing can still be done
- Oregon will modify an order to zero when parent has at least 180 days left in the sentence
- 61 days after the parent is released, the order is reinstated at the previous amount

OREGON STATISTICS

- 14,107 adults in custody in 2010
- 15,700 adults in custody in 2015
- 34 incarceration mods to zero in 2010
- 616 incarceration mods to zero in 2015
- 30 County facilities
- 14 State facilities
- 1 Federal facility





OPPORTUNITIES FOR CONTACT

County

- Child Support Specialists, District Attorney staff
- Reentry committee, Paternity tests

State

- Corrections Liaison, Child Support Specialists
- Video and brochure at intake facility, reentry fairs, meetings with counselors

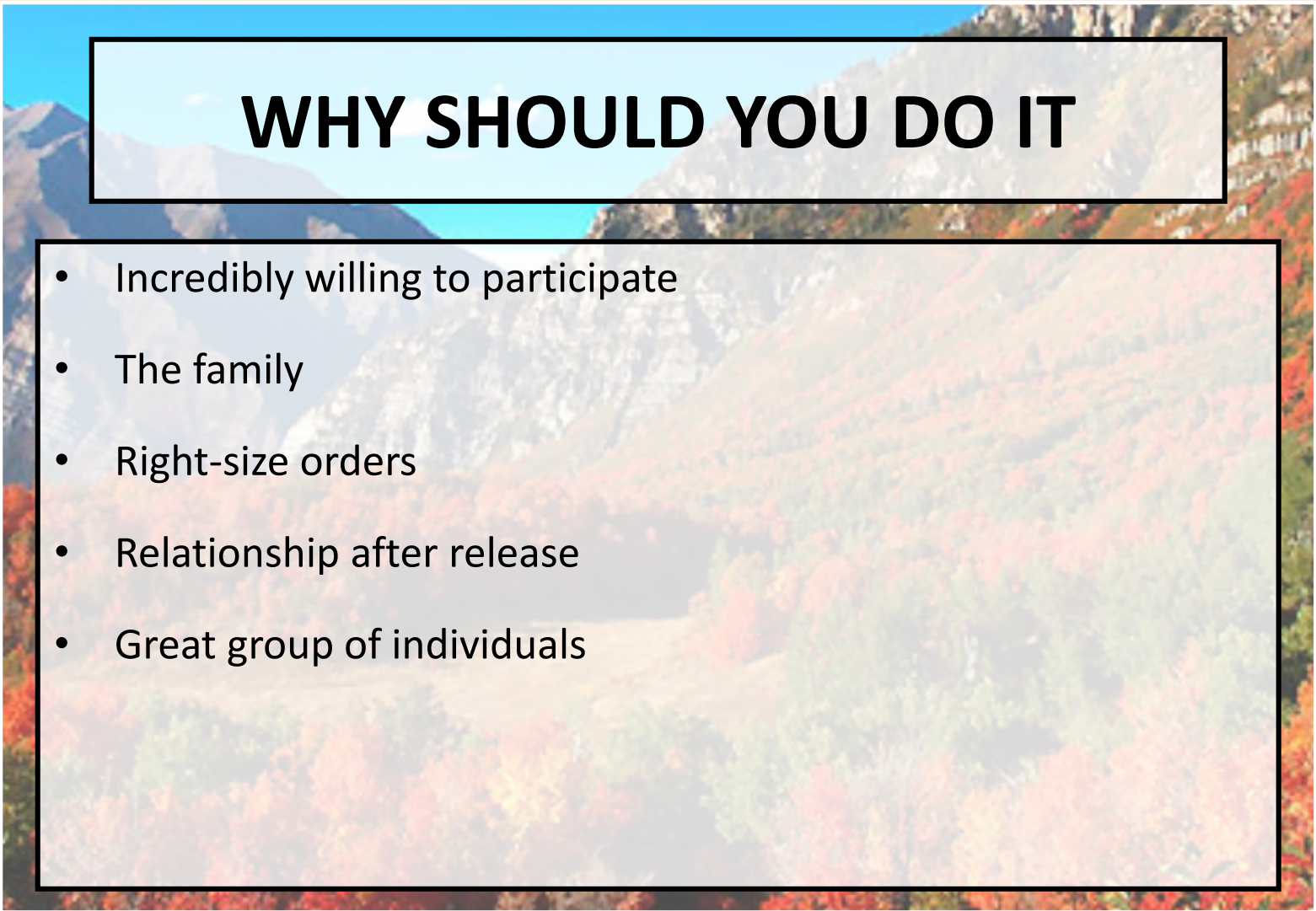
Federal

- Corrections Liaison, Child Support Specialists
- Quarterly modification and Q & A classes, reentry fairs

KNOW BEFORE YOU GO

- Background check?
- What to wear?
- Who's your audience?
- What can/can't you take?
- Type of event?
- Other agencies participating?



The background of the slide is a scenic photograph of a mountain valley. In the foreground, there are dense forests with trees displaying vibrant autumn colors, including reds, oranges, and yellows. A calm lake is visible in the middle ground, reflecting the surrounding landscape. In the background, rugged mountains rise under a clear blue sky. The entire slide is framed by a solid brown border.

WHY SHOULD YOU DO IT

- Incredibly willing to participate
- The family
- Right-size orders
- Relationship after release
- Great group of individuals



THANK YOU FOR JOINING US

Sharrice Pendergraft
Division of Child Support
Albany, OR

541.967.6777

sharrice.pendergraft@doj.state.or.us

