

Building Strong Families Through Innovation

Extra Extra Hear All About it – CSPED Results Are In!!





About Us



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CSPED Evaluation Results

Elaine Sorensen, OCSE



Background

- Some noncustodial parents in the child support program are unable to pay their child support because they are unemployed or underemployed.
- These parents tend to face significant employment barriers, including criminal records, limited education, and intermittent work histories.
- Many of these parents have had negative experiences with the child support program. Most have child support orders that exceed their ability to pay and have large arrears balances.
- Child support programs are limited in how they can respond. They cannot use IV-D funding to pay for employment services.



CSPED Overview

- Using its 1115 Authority, OCSE launched CSPED in October 2012.
- OCSE awarded grants to 8 state child support agencies. It also awarded a grant to the state of WI to conduct a random assignment evaluation.
- The aim of CSPED was to test the efficacy and cost-effectiveness of child support-led employment programs.



Key Features

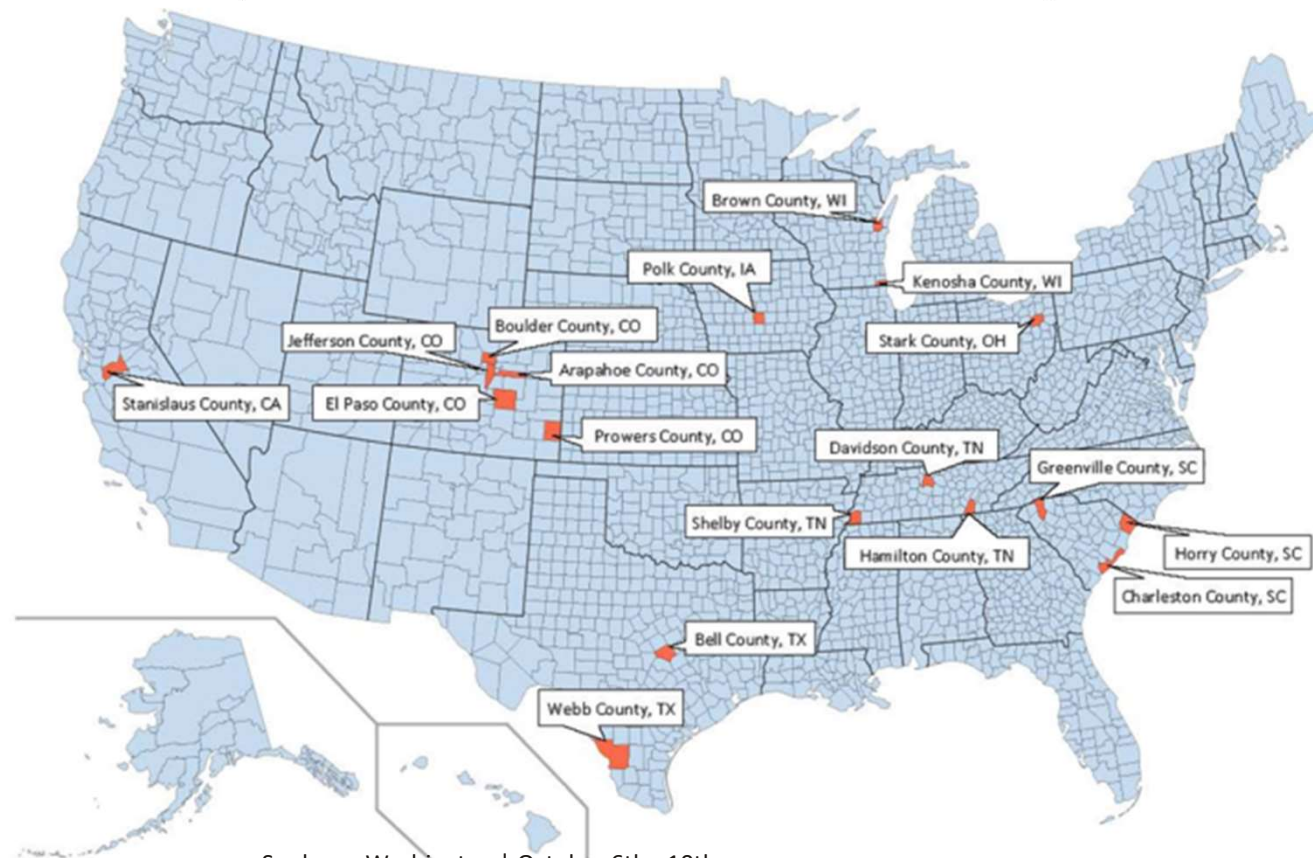
- **Child Support-Led** – State child support agencies were the fiscal agent. Local child support agencies were the lead operational agency.
- **NCP-Focused** – Targeted noncustodial parents in the child support program who were behind in their child support and could benefit from employment services.
- **Four Core Services** – Case management, enhanced child support, employment services, and parenting classes with peer support.
- **Collaboration with Community Partners** – Reliance on community partners to deliver employment and parenting services with grant funding allowed the child support program and its partners to do what they do best.



Four Core Services

- **Case management** – conduct assessment, connect participant to appropriate services, and monitor progress.
- **Enhanced child support services** – review orders and modify as appropriate; suspend certain enforcement tools while participants are actively involved in the program; compromise state-owed arrears for achieving program goals if state allows.
- **Employment services** – provide job readiness, assisted job search, job development and placement, job retention, and short-term training.
- **Parenting classes** – use a peer support format and other parenting services as needed.

CSPED Implementation Sites (8 states and 18 sites)



Spokane, Washington | October 6th - 10th



Evaluation Grant

- OCSE awarded a grant to the Wisconsin Department for Children and Families to evaluate CSPED.
- To conduct the evaluation, Wisconsin, in turn, partnered with:
 - The Institute for Research on Poverty, University of Wisconsin – Madison
 - Mathematica Policy Research

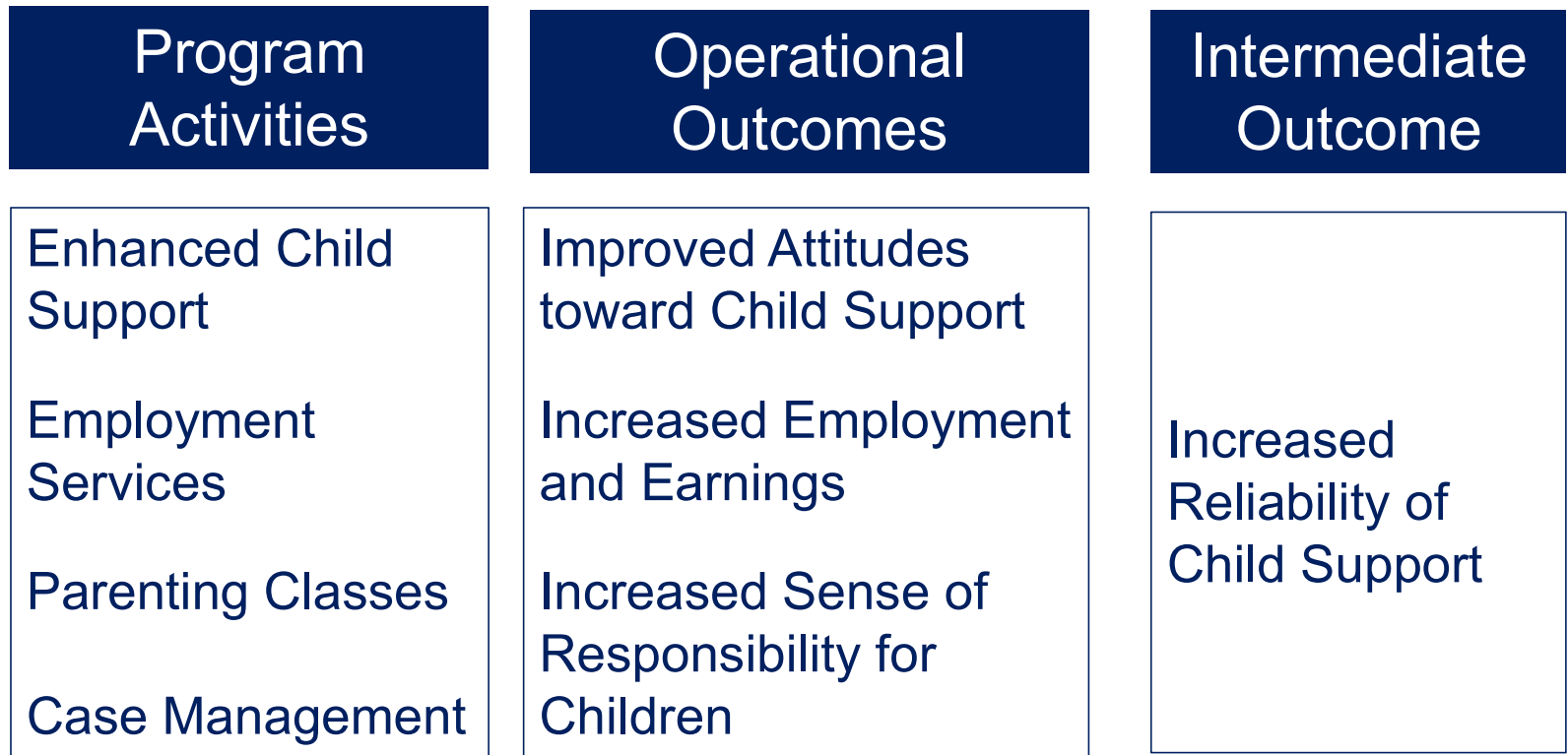


Evaluation Key Features

- All 18 sites were part of the random assignment evaluation.
- Over 10,000 parents were enrolled into CSPED; half were randomly assigned to receive extra services, half received regular services.
- Enrollment period: Fall 2013 – Fall 2016
- Four main study components:
 - Implementation Studies (interim and final)
 - Baseline Characteristics Report
 - Impact Analysis
 - Benefit-Cost Analysis



Simplified CSPED Logic Model





All CSPED Sites Served Highly Disadvantaged Populations

- 68% convicted of a crime; 65% incarcerated
- Based on quarterly wage records, average earnings in the year prior to enrollment were \$8,168, or \$681/month
- Average current support order in the year prior to enrollment was \$323/month
- Nearly 70% had a high school education or less (26% had less than a high school degree; 43% had a high school degree)
- 52% paid no or partial rent; 36% lived with their parents or grandparents
- 22% were Hispanic (of any race); 40% were Black or African American; 33% were White



CSPED Successfully Delivered Services

CSPED participants who received enhanced services:

- Were more likely to have orders modified and license suspensions removed;
- Were less likely to experience contempt hearings and administrative enforcement actions; and
- Reported receiving more:
 - Employment services and parenting classes; and
 - Transportation services, GED classes, and anger management services.



Outcome #1 – CSPED Improved Attitudes Toward Child Support Program

Using survey data, the evaluation found CSPED strongly increased satisfaction with the child support program:

- One year after enrollment, 68% of parents who received CSPED services agreed or strongly agreed that they were satisfied with the child support program compared to 46% of parents who did not receive CSPED services.

This was an important achievement given the high level of distrust among participants at enrollment.



Outcome #2: CSPED Improved Employment and Earnings

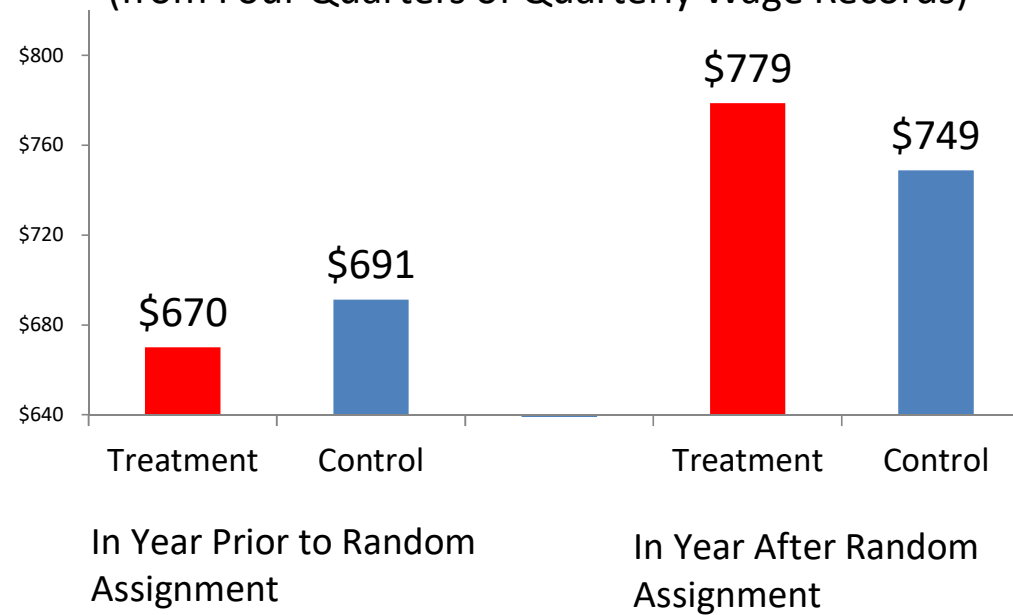
Using quarterly earnings data, the evaluation found CSPED:

- Increased the likelihood of working during the two year follow-up period by 3%; and
- Increased the amount of earnings in the first year by 4%.



Average Monthly Earnings

(from Four Quarters of Quarterly Wage Records)



Spokane, Washington | October 6th - 10th



Outcome #3: CSPED Improved Parenting Outcomes

Using survey data, the evaluation found CSPED:

- Increased noncustodial parents' sense of responsibility for children;
- Increased the amount of contact parents had with their nonresident children by 8%; and
- Reduced the use of harsh discipline, including physical punishment, against their children by nearly 20%.



Primary Outcome: Did CSPED Increase the Reliability of Child Support?

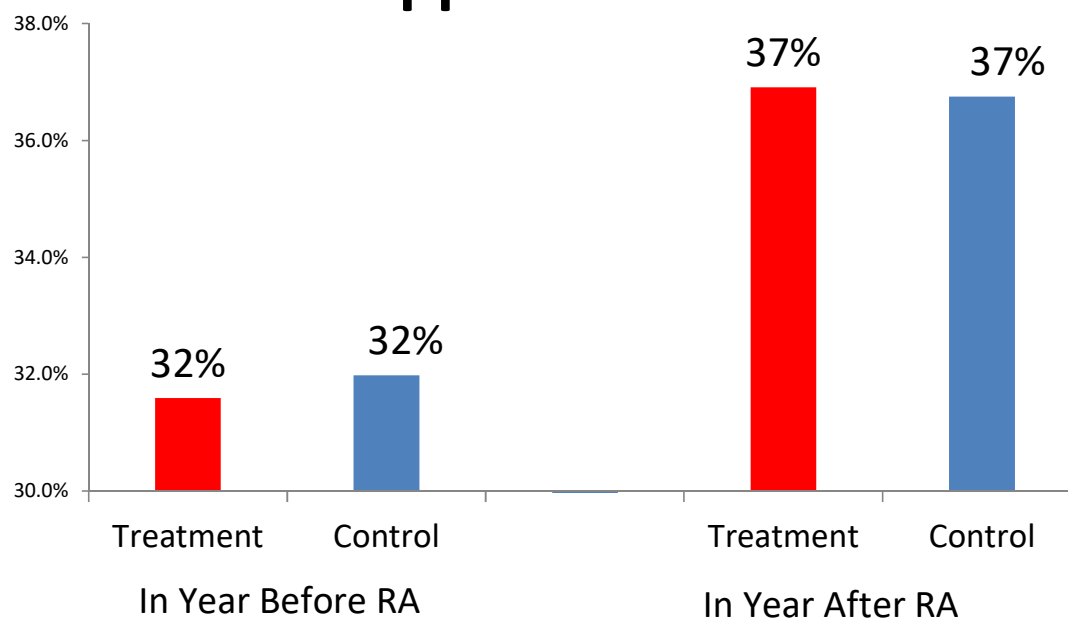
The CSPED evaluation used child support compliance to measure reliability.

Using child support administrative data, the evaluation found CSPED:

- Did not increase child support compliance in the first year;
- But, child support compliance was higher for the CSPED treatment group in the second through sixth quarters after enrollment and significantly higher in the second and fourth quarters.



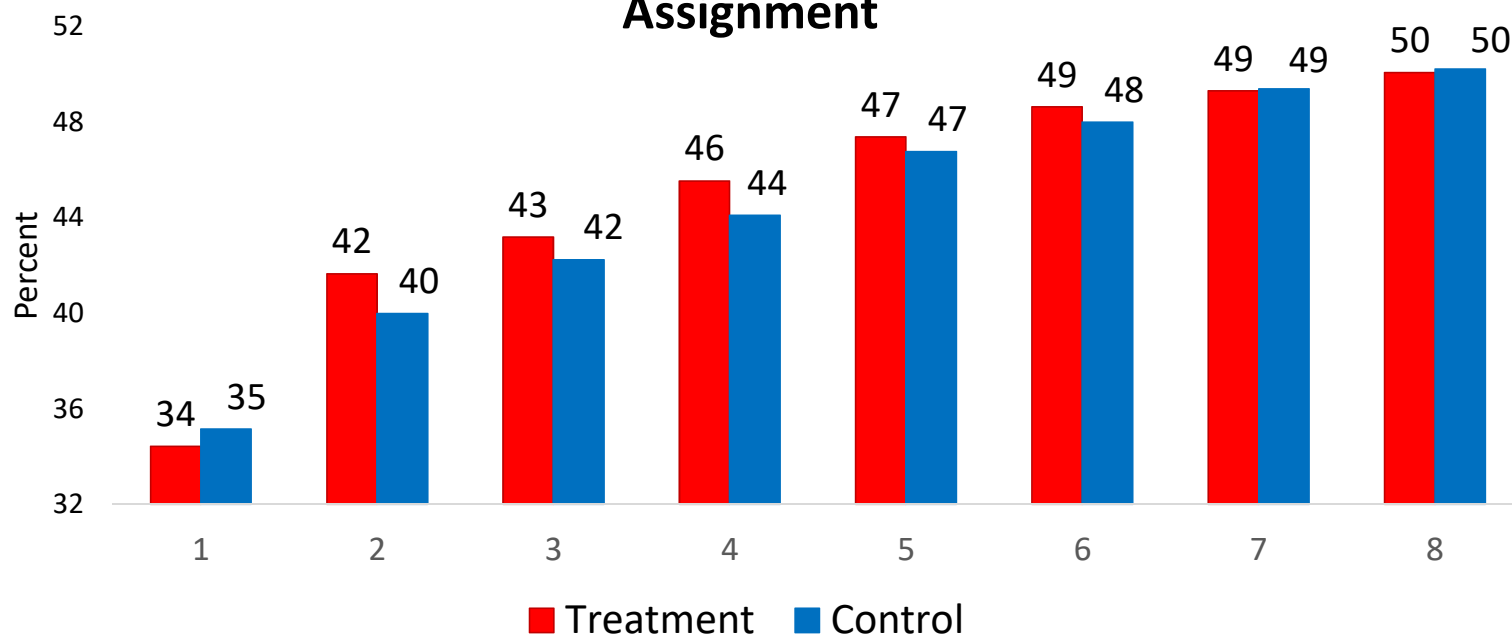
Compliance with Current Support Order



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Compliance with Current Support by Quarter after Random Assignment



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Other Child Support Impacts

Using administrative data, the evaluation found CSPED:

- Reduced current support orders by \$15 per month in the first year (\$323 vs \$308), consistent with right-sizing orders;
- Increased the percent of noncustodial parents who paid child support through income withholding by 8% in the first year (56% vs 61%);
- Reduced total arrears by 4% (\$20,927 vs \$20,114) by the end of the second year;
- Reduced state-owed arrears by 13% (\$2,421 vs \$2,104) by the end of the second year.
- Had no significant impact on total monthly child support payments in the first year (\$176 vs \$171);



Benefit-Cost Results

- CSPED net cost to society was \$2,191 per participant.
- CSPED net benefit to society was \$3,246 over 10 years (61% of benefits went to custodial parents and children).
- Thus, CSPED's benefits outweighed its costs to society within 10 years.



Learnings – Part 1

With a modest investment, child support-led employment programs can have positive effects. They can:

- Increase noncustodial parents' likelihood of working and the amount they earn;
- Right-size child support orders and reduce arrears;
- Improve compliance;
- Improve the perception of the child support program; and
- Improve the sense of responsibility for children.

And the program benefits can outweigh their costs over 10 years.



Learnings – Part 2

- It may be unrealistic to expect that child support-led employment programs will significantly increase child support payments if:
 - The program reduces child support orders, and
 - Most parents being served have earnings below the poverty threshold for a single person.



QUESTIONS?

Links to reports:

<https://www.acf.hhs.gov/css/grants/grant-updates-results/csped>

Fishing with a Pole – Colorado's CSPED efforts

Robert Prevost



In 2009, Arapahoe County created its employment services model called Parents To Work (PTW). The PTW program was our first attempt at developing an employment services program for under/un-employed parents.

The thought was that if we assisted the parent in securing employment (teach him how to fish, and we'd be done with that case). This proved to be true, but because we didn't figure out what caused the unemployment, we were having to work with the same individuals over and over again.

The lesson learned was that if we did not address the underlying issues that caused the under/un-employment, we were basically teaching a man to fish who doesn't own a pole.

“There is nothing so useless as doing efficiently that which should not be done at all” – Peter F. Drucker





Arapahoe County used the CSPED opportunity to expand our PTW program to provide supportive services. This effort required a fundamental transformation of understanding the difference between Child Support Enforcement (CSE) and Child Support Services (CSS). We needed to determine what services actually meant:

- What was causing a person to not be able to support his/her family?
- What resources could we find to overcome these barriers?
- Could we afford the solutions we found (how much does a fishing pole cost)?
- How would staff respond?
- Would we fail?

“Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness, that most frightens us.”

- Marianne Williamson

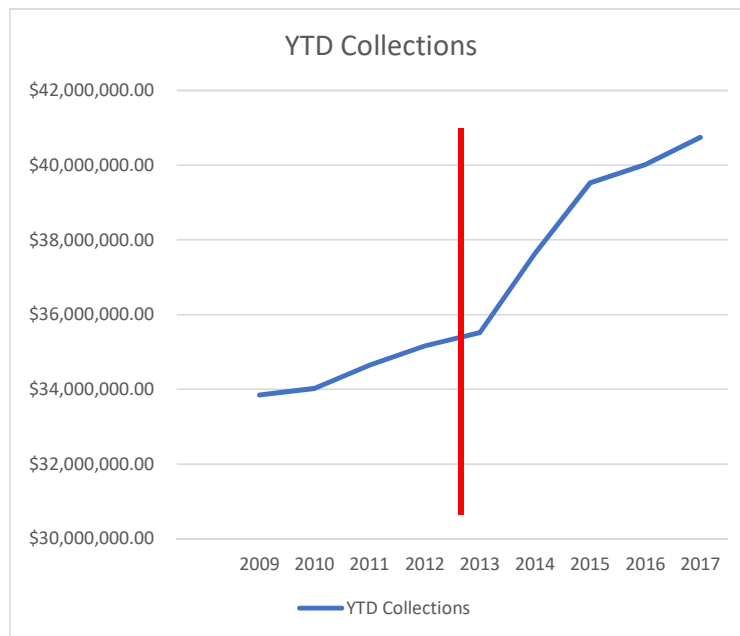


Parents To Work vs. CO-PEP

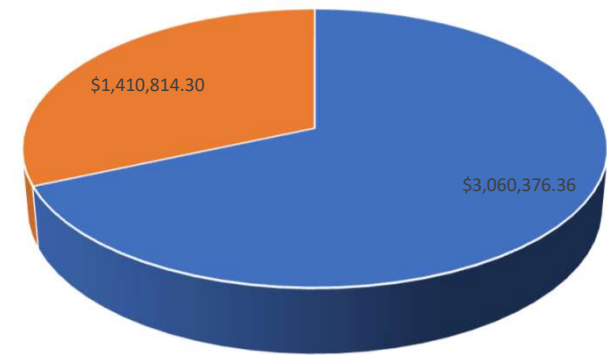
- Parents to Work ('09 – '12)
 - Provided employment services
 - Provided Fatherhood classes
 - Required repeated efforts 2 or 3 times a year.
- CO-PEP ('12 – '17)
 - Provided over a dozen supportive services including employment
 - Ensured both parents involved in all aspects of the case;
 - Showed increased employment, payments and social capital;
 - One touch and done



CO-PEP Results



Large10 Counties Increase to Current Support Collections



Arapahoe County represents 11% of the total caseload and 32% of the total dollar increase in 2017.

■ Large 10 ■ Arapahoe County

Teaching a Man to Fish

- Teaching a man to fish who does not have a pole was to be avoided at all costs. Arapahoe County therefore developed the CO-PEP supportive services model.
 - Start with assessing each person individually for needs, skill set and family structure;
 - Design a process based upon the individual's needs
 - Equip the parent with the tools (a pole) to be successful

“He certainly doesn’t practice his precepts, but I supposed the Patron meant that if you give a man a fish he is hungry again in an hour. If you teach him to catch a fish you do him a good turn.” - Anne Ritchie





Arapahoe County's Supportive Services Model

■ Workshops

GED Classes
Fatherhood Classes
Mediation Services
Parenting Classes
Domestic Violence Classes
Relationship Education Classes
Substance Abuse Counseling
Free Legal Clinics
Financial Literacy Classes

DAVA Classes (Children's Art)
Nutrition Classes
Motherhood Classes
Employment Services
A Father's Voice

“Employment gives a father the ability to pay his support, fatherhood provides the desire.” - Dan Welch

Putting All the Pieces Together



CSPED and the 2 Gen Approach

■ What is 2-Gen?



Arapahoe County Community and Child Support Services-CCSS

In 2012, all eligibility programs were brought under the same management that the child support services division was under to provide 2-Gen services.

- CSS Admin over TANF and Child Care
- HSConnects - New imaging/workflow/interoperability system created by the county
- Braided and blended funding model developed
- Co-locating CCSS staff with CPS
- Arapa-Source developed





Questions?

For questions regarding CSPED, CO-PEP or 2-Gen in the CSS world, please contact:

Robert Prevost, Deputy Director
Arapahoe County Department of Human Services
Community and Child Support Services Division
14980 E. Alameda Drive, Aurora, CO 80012
(303) 752-8836

Building Strong Families Through Innovation

Stanislaus County DCSS- Pathways to Self Sufficiency (PASS)

Joe Silva- Stanislaus County DCSS





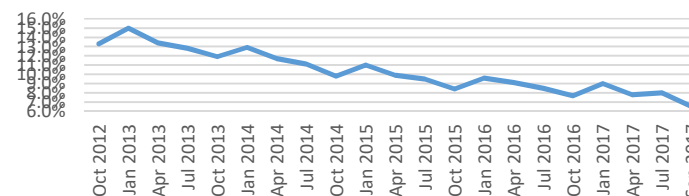
Stanislaus County



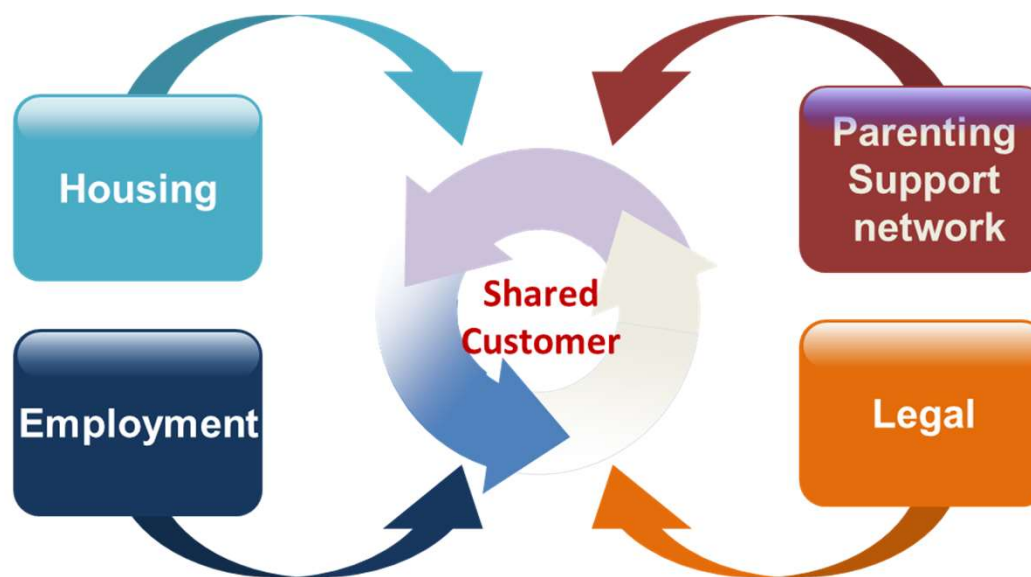
- Population: 547,899
- Strong Agricultural Presence
- Seasonal Work
- Warehouse/Distribution Center Work
- Many Parents Struggle to Meet Their Financial Obligations



Stanislaus Unemployment Rate (Oct 2012 - Sep 2017)



Customer Obstacles and Barriers



Challenges



- Single-Site Services
- Initial Slow Enrollment
- How To Best Reach Eligible Customers
- Public Perception of Child Support Services



Solutions



- Opportunity For Increased Communication Between Agencies
- Need To Go To The Customer
 - “Child Support Day” held in corner cities of the county
 - Involvement with increased community outreach event opportunity
- How To Best Reach Eligible Customers
 - Increased education to agencies with customers in common
 - Increased focus on behavioral intervention and application to advertisements
- Improved Perception of Child Support Services
 - Positive reinforcement of grant efforts by word of month and community agencies
- Compromise of Arrears- **COAP**





- What would a state-owed arrears reduction look like?

Starting balance = \$20,000

Enter Program (5% reduction, \$1000) = \$19,000

Work Ready (5% reduction, \$950) = \$18,050

90th Day of Employment (10% reduction, \$1805) = \$16,245

91st Day of Employment (90% reduction, \$14,620.50) =

\$1,624.50

Testimonial



William

2019

Lasting Impacts



- Improved Perception of Child Support Services
- Office Culture Shift
 - Identifying the Customer's stated and unstated needs
 - Customer Education
- Enhanced Services Efforts
- Sustainability Committee
 - Developed in February 2017
 - Focus on enhanced referrals, outreach, and improved written communication



Pathways to Self Sufficiency



Thank you

Joe Silva- Stanislaus County DCSS

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