



Building Strong Families Through Innovation

Enforcement vs. Empowerment

How agencies and staff make the transition





Enforcement vs. Empowerment

Perspectives from other states;

Washington

California

Wyoming

Building Strong Families Through Innovation
WICSEC 2019

What are the major differences between enforcement and empowerment? What does empowerment look like in casework?

Procedural Justice

Buy-in

Neutrality

Money/mandatory/hammer
vs
people/options/resources/choices

Taking into account the life situation of a parent and working with him or her instead of pursuing income and assets

Give vs take Educate Give options Provide tools Build trust

Partnership

Buy-in, tools, working with, explain/give options, receptive/willing

Listening, Offer resources, person centered,

What are the major differences between enforcement and empowerment? What does empowerment look like in casework?

Money centered vs. people centered, Meeting people where they are to help them get to where they want to be, patience, education, procedural justice

Empowerment can form trust

Buy in Tools Working with Empathy Building trust Partnership Receptive/willing

Empowerment - education, explain, give options, building trust, buy-in, tools. Enforcement- telling, legal obligation.

Working with the parties to provide the best information so choices can be made that makes enforcement less painful.

Freedom to make decisions at the frontline and start client empowerment

Not working a case but working with people. Listen, relationships, empathy..... Solutions together

Enf can lead to empowerment Educate & listen vs being heavy handed

Let's brainstorm on ways to gain "buy-in" from those working directly with our partners?

Systems - defined expectations of staff Planning - involve staff so they are invested Training - case study to build empathy Implementation - hold staff accountable to change. Outreach - proactive education

Leadership

Manage change

Good hires who want to empower others.

Educate & share success stories Keep talking about resources Supervisor check ins & seeing what people need

Share the long term benefits of working with someone instead of against.

Supervisor buy-in top down approach

Buy-in, training, incentives, make mandatory.

Data, training, simulations, incentives, time

Let's brainstorm on ways to gain "buy-in" from those working directly with our partners?

Management buy-in

Training Simulations Data Top down Consistent messaging

Leadership buy in and active involvement of an overall cultural shift

Data, training, different paths to the same result

Education

Lead by example

Lead by example

Employee freedom - staff have to have tools to offer, many tools, staff choice. Clients want solutions/ options

How/what do we measure so performance doesn't suffer? How to measure empowerment and what are ways to empower parents and increase collections?

Myth

Numbers from specialized program, employment, wages, etc., arrears reduction and participation, contacts made, Child Support Awareness Month, bench warrant discount, license reinstatement.

Measure the percentage of NCPs paying rather than how much is collected.

Longitudinal studies that show benefits over a long period of time

Modifications/ right sized orders

Right size orders

Right size orders & educate parties. Fatherhood programs. Parenting plan mediation referrals.

Focus on how many ncps paying vs total amount collected

Measure specialized programs like workforce development partnerships contacts made vs collectionschild support awareness month (bench warrant discounts, license releases)

How/what do we measure so performance doesn't suffer? How to measure empowerment and what are ways to empower parents and increase collections?

Track customer initiated contact and/or engagement

Must change performance standards for staff away from the federal metrics. Change metrics to outputs we want the clients to accomplish

Self reporting survey compared to customer perspective

Less supervisor complaint calls

**What is the impact on both the families we serve,
and the employees when we empower them?**

What have different programs within Child Support agencies done to create an environment that empowers parents? Other ideas?

Less supervisor (complaint) calls

Self reporting survey compared to customer perspective

Track customer initiated contact and/or engagement

WA- right sized order project, alternative solutions,



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