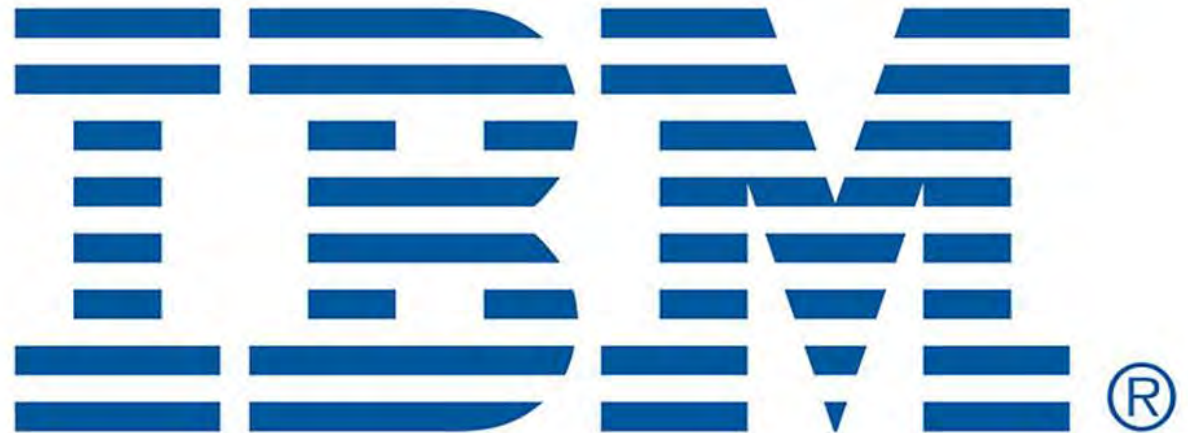




Thank you to our
Sponsor





A Whole Family Approach and 2Gen: The Future of Child Support Service Program Delivery

Presenters

Colorado: Lanae Davis & Sabrina Montoya

Texas: Ruth Ann Thornton



Colorado's 2Gen Child Support Services (CSS) Transformation Lessons Learned and Impact Results

Presented by:

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Manager
Child Support Services*

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*Senior Research Associate
Center for Policy Research*



COLORADO
Child Support Services
Department of Human Services

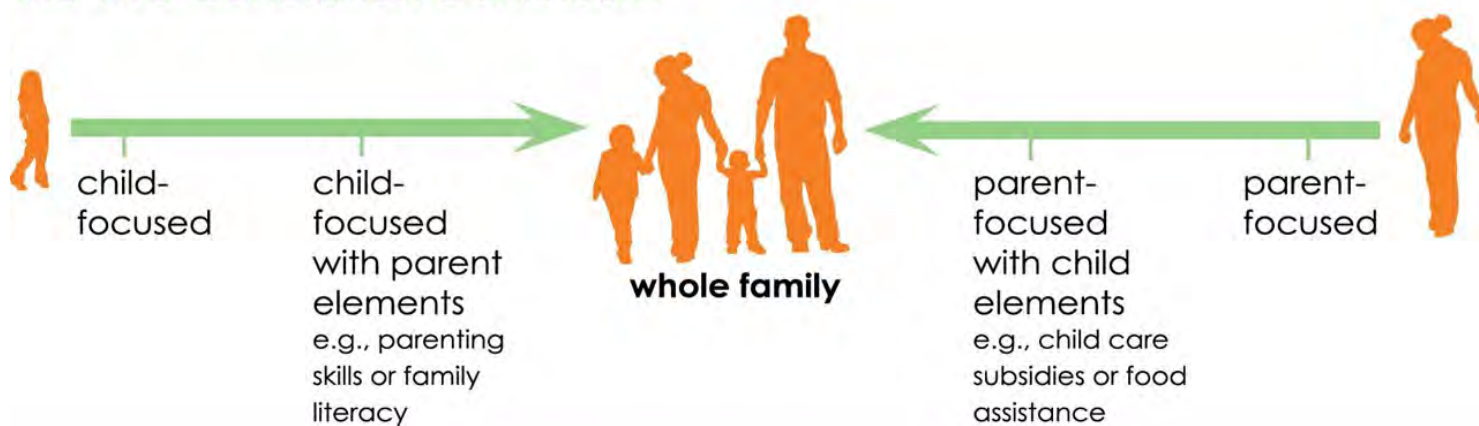
CPR 
center for policy research



Overview of Two-Generational (2Gen) Services and Programs

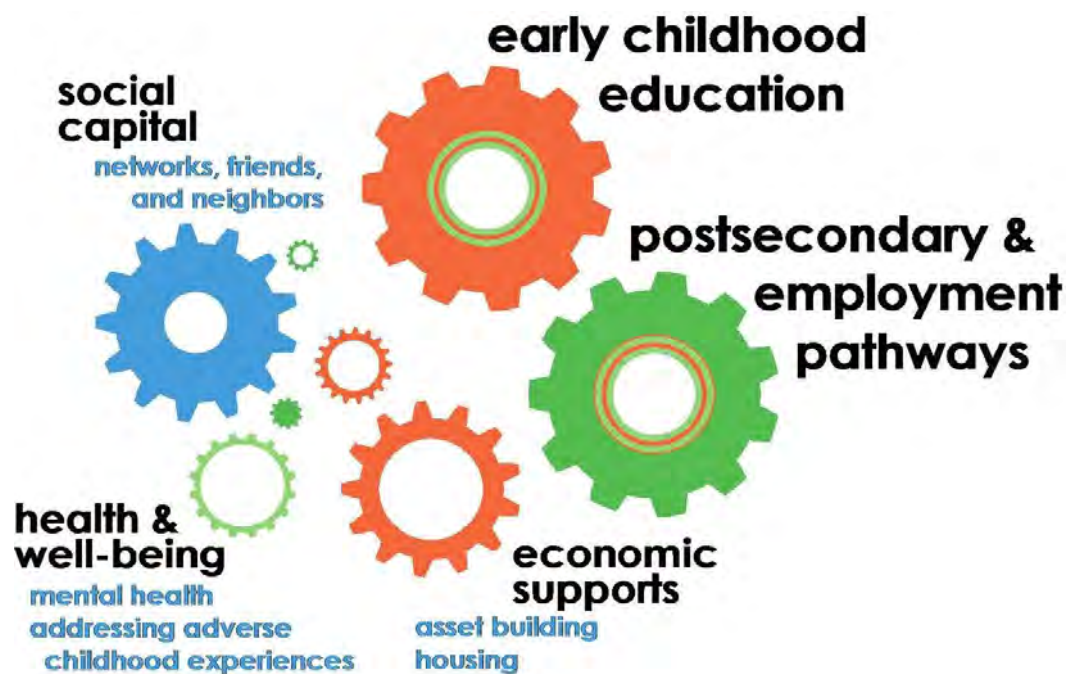
Committed to outcomes for the whole family

The Two-Generation Continuum





2Gen Core Principles and Design

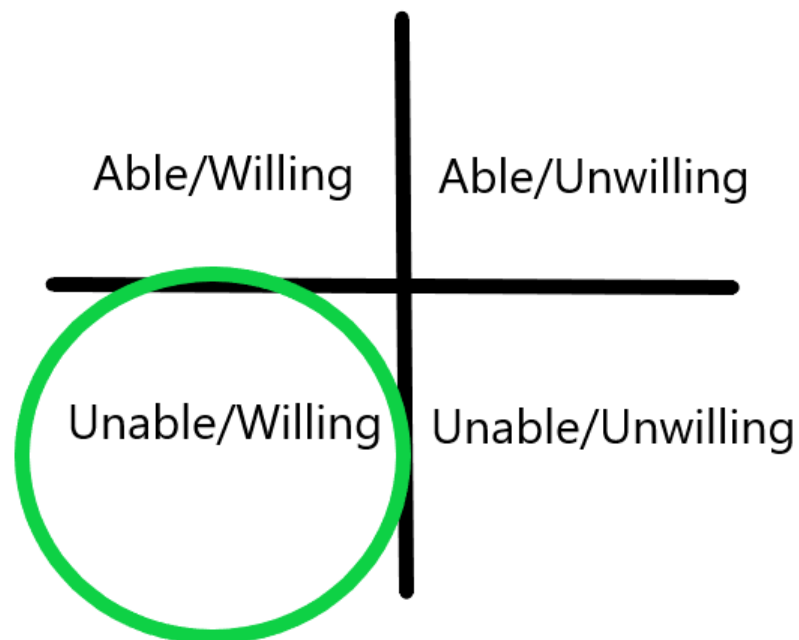


We believe in maximizing human potential by building lifelong well-being for Coloradans



Why 2Gen Services?

- 2015 our DHS Director introduced the challenge of incorporating 2Gen services in CSS
- About a 1/3 of our cases are non-payers
- Wanted to discover a new way to reach those parents who were unable but willing to pay
- Research...Research...Research (partnered with CPR and Denver University)
- **State Supervised, County Administered*****





Family Resource Assessment



Using
Predictive
Analytics to
better serve
parents who
owe child
support

If you knew, what would you do?



Quick Survey

- Able to be completed by worker or parent
- Gauges parents' feelings about fairness of order
- Gauges parent's feelings on parent-child relationship
- Identifies potential stressors experienced by a family
- Predicts whether a parent will pay their child support or not





2Gen Integrated Approach



- ✓ Identify and Enroll Parents utilizing our Family Resource Assessment
- ✓ Use Motivational Interviewing Techniques
- ✓ Refer to or Provide Employment Services
- ✓ Provide Intensive Child Support Services
- ✓ Support Education
- ✓ Educate and Engage the Court
- ✓ Support and Encourage Child Access and Visitation, Parenting Plans, Co-parenting/parenting Classes
- ✓ Ensure Supportive Services are in Place



2Gen Adoption in Colorado

- Packaged, replicable 2Gen models for child support services did not exist when this work started
- Colorado developed its own [innovative model](#) that connects whole families to resources and interventions



11-County Pilot Study

- **Implementation Study:** assessed the extent to which sites follow the 2Gen model through site visits, technical assistance to CSS offices, and interviews with parents
 - Goal: understand the degree to which counties delivered the program as it was designed
- **Impact Study:** 11-site randomized controlled trial to explain and quantify the impact of participation in 2Gen on child support payment after 6 months
 - Goal: inform Colorado's long-term investment in CSS reform



Overview of Evaluation

Phase 1 Develop Case Management Procedures

Phase 2 Implementation Study

- ✓ Assessed fidelity to 2Gen model

Phase 3 Impact Evaluation

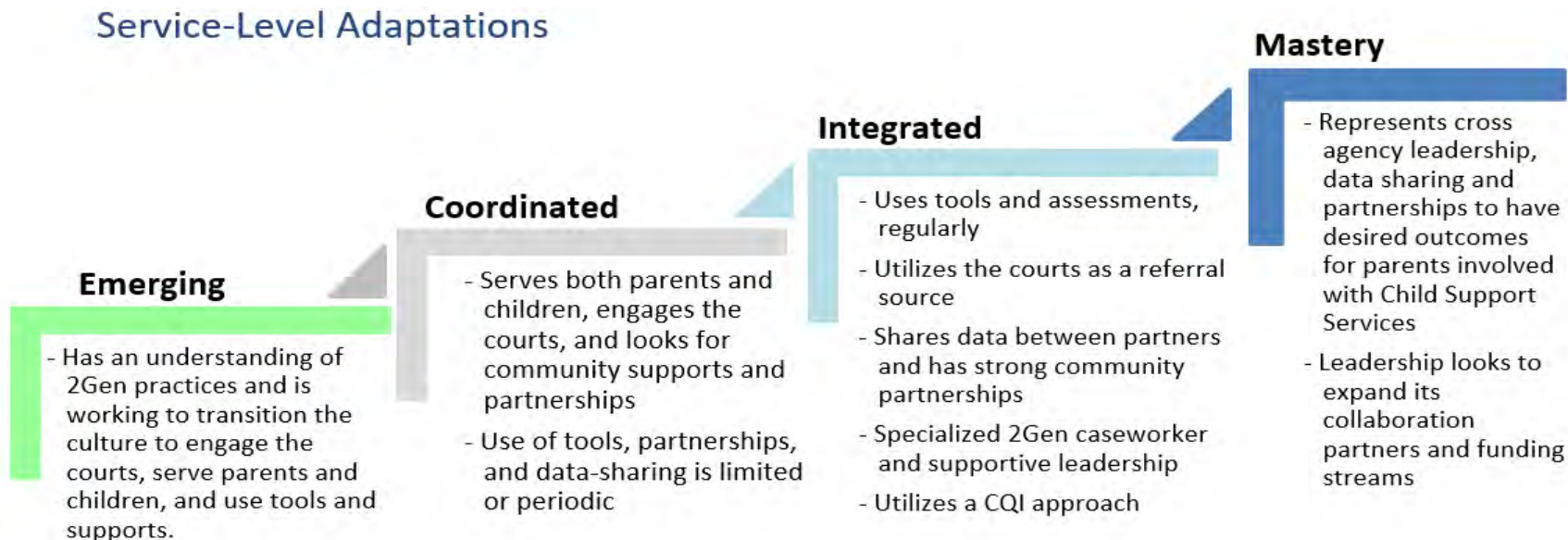
- ✓ RCT to assess impact of participation in 2Gen on CS payment and inform Colorado's long-term investment on CSS reform



Case Management Procedures Overview

Phase I: Development of implementation guide and procedures manual for sites to implement the 2Gen model

Service-Level Adaptations





Case Management Procedures Overview

Considerations in Defining and Classifying 2Gen Approaches:

- ✓ Environmental Considerations
 - Leadership, culture, organizational structure, regional support of 2Gen practices
- ✓ Program Considerations
 - Use of tools and partnerships, specialized services to both parents, data sharing, court engagement

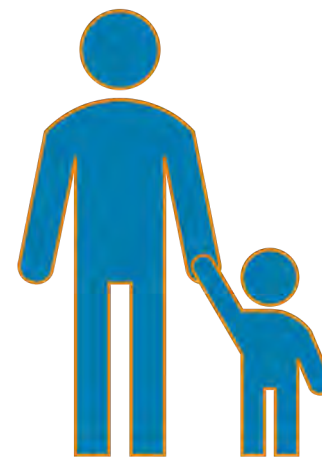
Additional Considerations for Implementation:

- ✓ Use a Continuous Quality Improvement model
- ✓ Prioritize domestic violence considerations



2Gen Integrated Approach

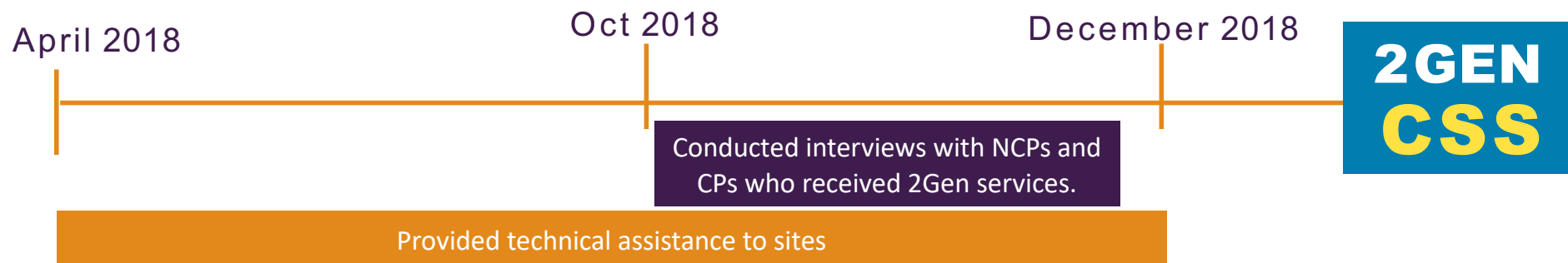
- ✓ Identify and Enroll Parents
- ✓ Use Motivational Interviewing Techniques
- ✓ Provide 2Gen Services to Parents
- ✓ Provide Child Support Services
- ✓ Support Education
- ✓ Educate and Engage the Court
- ✓ Support Parenting/Co-Parenting Classes and Services
- ✓ Encourage Child Access and Visitation, Parenting Plans, and Child Well-being
- ✓ Ensure Supportive Services are in Place





Overview of Phase 2 Implementation Study

- ✓ 11-county Pilot study, evaluated on 10 key indicators:
 - Rated as Emerging, Coordinated, and Integrated





Components of the Implementation Study

1. Defining the 2Gen Model
2. Creating the Rubric to Measure Fidelity to the 2Gen Model
3. Site Visits
4. Technical Assistance
5. Interviews with NCPs and CPs
6. Implementation Study Report



Overview of the Implementation Study

10 Key Indicators of 2Gen Child Support Services

1. **Leadership, Commitment, Culture** – a site's leadership-driven culture of commitment to 2Gen principles
2. **Data Sharing/Use** – commitment to utilizing data to implement 2Gen services and engage in quality improvement
3. **Program Design** – effective program design that supports communication across agencies and coordination at the administrative level in order to provide enhanced 2Gen services
4. **Partnerships** – cross-system and sector partnerships to meet 2Gen goals
5. **Court System** – navigating and partnering with the courts to make decisions aligned with 2Gen philosophy
6. **Funding** – funding diversity that supports 2Gen service delivery
7. **Caseworker Staffing** – hiring, training, and staffing practices that are necessary to support 2Gen service delivery
8. **Communication Style** – caseworkers utilize motivational interviewing, consistent with 2Gen philosophy and service delivery
9. **Caseworker Focus with NCP** – identifying and taking a comprehensive approach to reducing barriers to payment
10. **Caseworker Focus with CP and Children** – identifying and addressing barriers to economic security, educational attainment, and child well-being

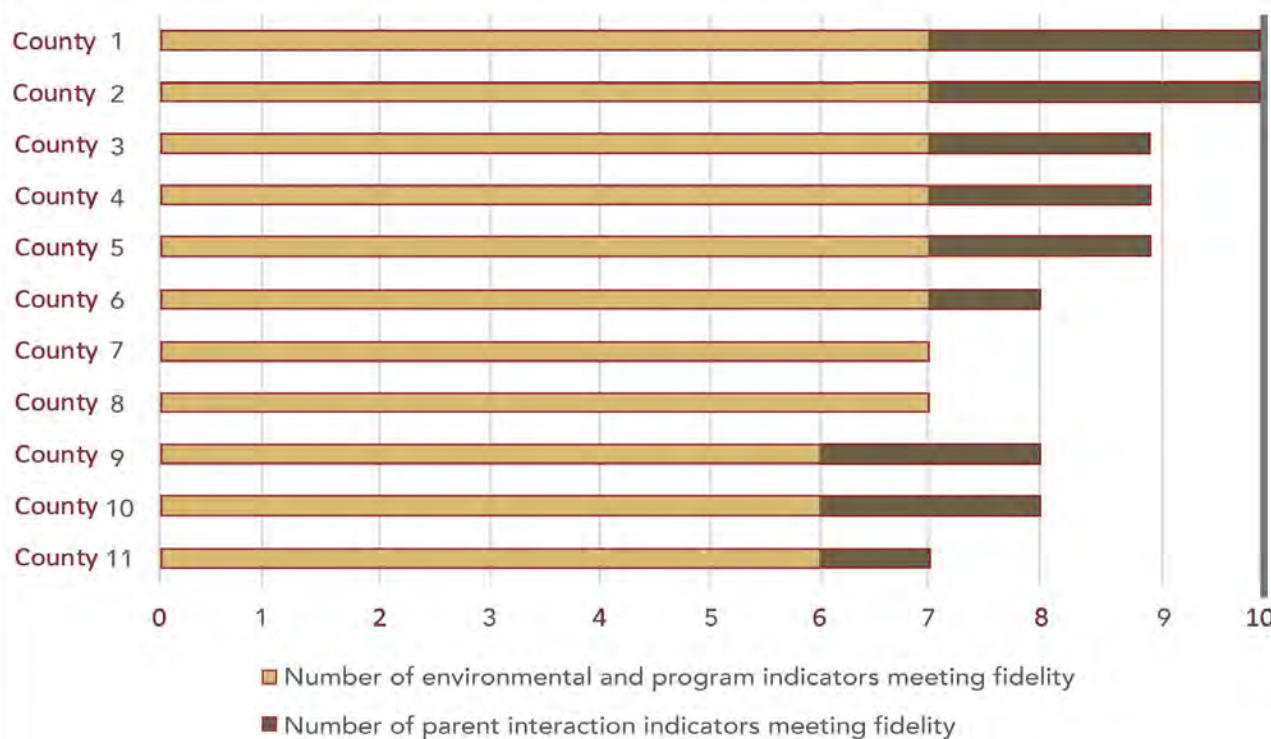


Findings on Fidelity from Implementation Study

Counties 1 and 2
meeting fidelity
on all indicators

Counties 3, 4,
5, 6, 7 and 8
meeting fidelity on
all environmental
and program
indicators

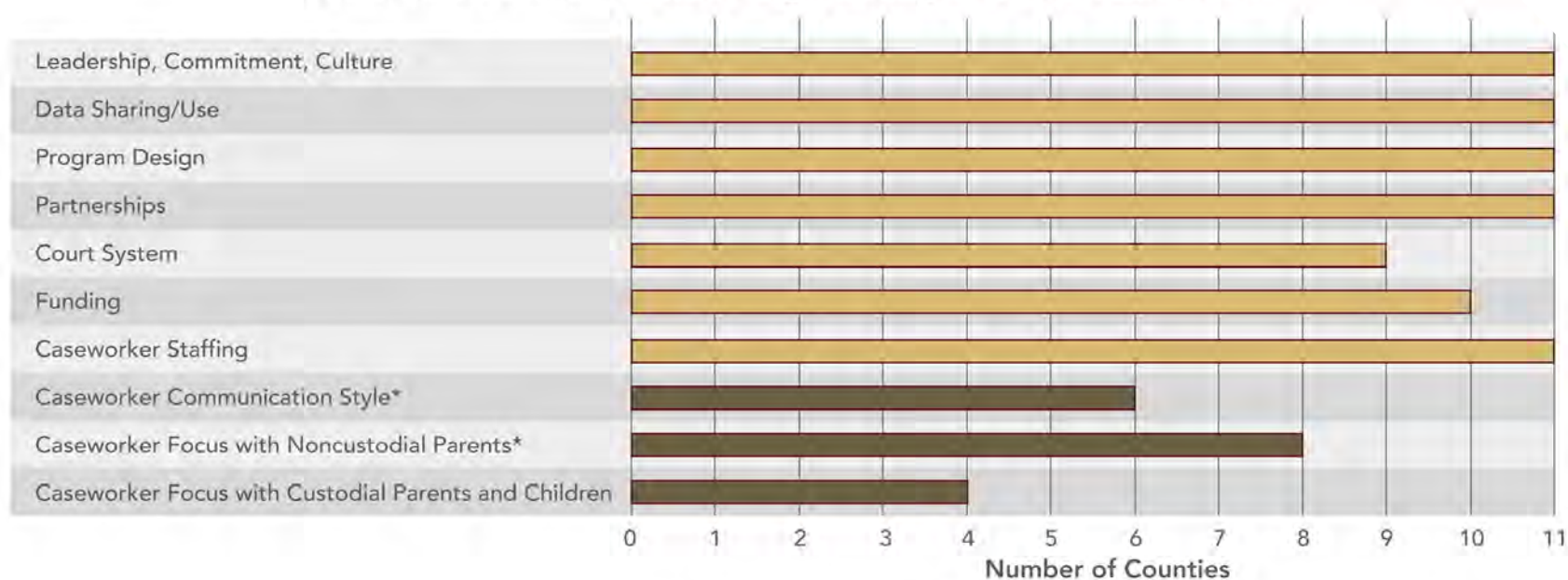
Number of Indicators Meeting Fidelity for Each County





Findings on Fidelity from Implementation Study

Number of Counties Meeting Fidelity For Each Indicator



* One additional county did not provide sufficient information to rate this indicator.



Environmental and Program Indicators



Parent Interaction Indicators



Impact Study Overview and Findings

Study
Design

Outcomes

Lessons
Learned

September 15th - 17th



Impact Study Design

- ✓ Child support cases were randomly assigned to **treatment (2Gen)** or **control (regular services)** to identify differences in noncustodial parents (NCPs) receiving regular or 2Gen services

Impact study relied on two primary data sources:

Child Support State Administrative Data:

- Payment data on study participants for six months following entry into the study

Family Resource Assessment (FRA):

- Responses from a baseline FRA administered during the study's enrollment period and responses from the same FRA administered again at six months after participants were randomized into the study

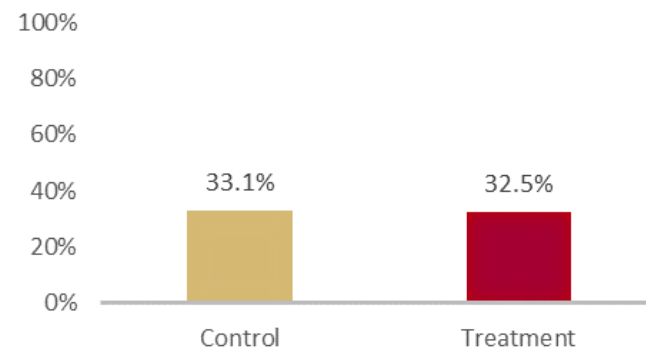


Payment Outcomes

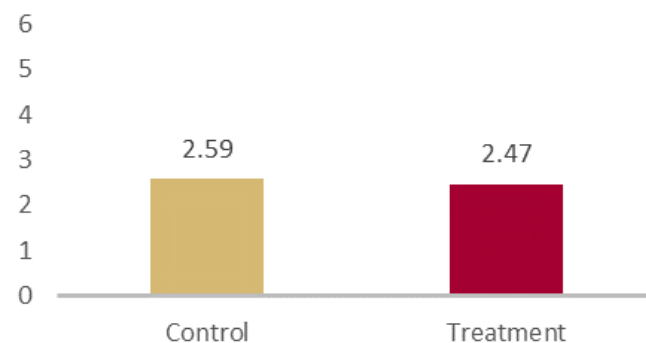
2Gen had no statistically significant impact on child support payment among NCPs (measured as a percentage of payment and frequency of payment across the six-month period)

- This means that transitioning to 2Gen services does not cause an increase in payments, however;
- Fully implementing the model with a small caseload may have promise for improving payment behavior

AVERAGE PERCENT OF CHILD SUPPORT PAID RELATIVE TO AMOUNT DUE



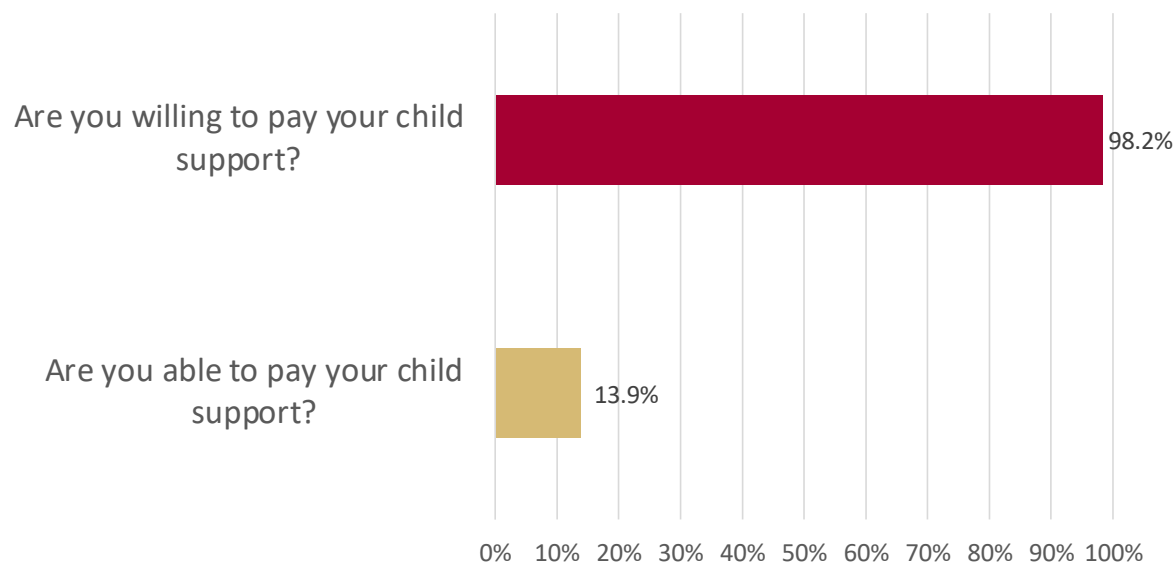
AVERAGE FREQUENCY OF CHILD SUPPORT PAID (OUT OF 6 MONTHS)





Promising Trends and Opportunities for Growth

Percent of NCPs Who Answered "Yes"



High willingness but low ability to pay speaks to the **critical need for transforming child support practice**

*29.2% of NCPs reported *sometimes* being able to pay



Promising Trends and Opportunities for Growth

Almost 66% of NCPs who received 2Gen services reported that they were able to pay child support sometimes or all of the time compared to 55% of parents who received regular services

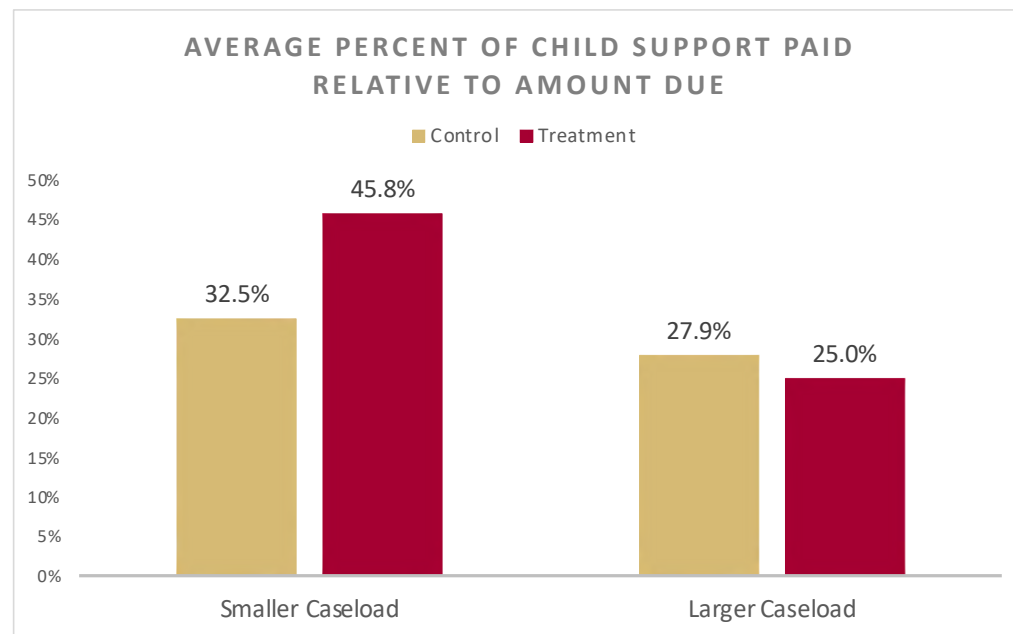
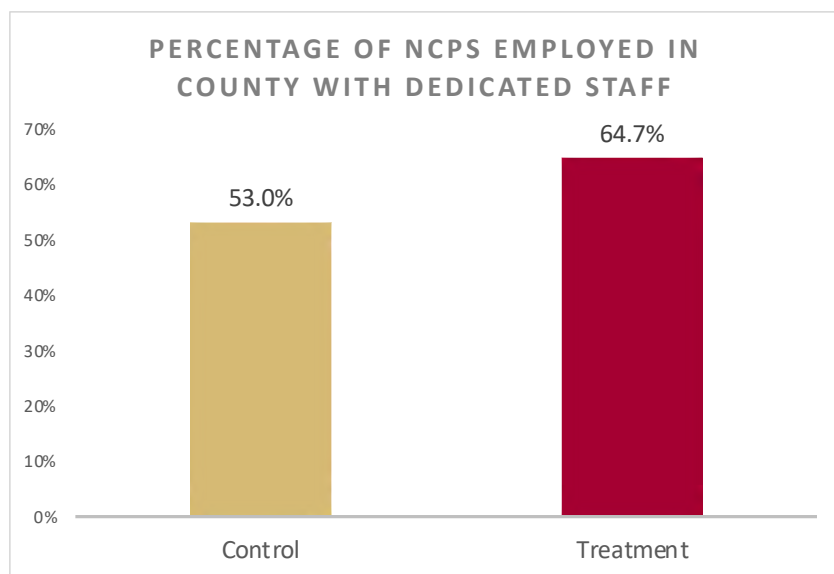
- ✓ The observed difference was not statistically significant, but that may be due to the relatively small sample size that completed the follow-up survey (n = 165)

Regardless of the type of service received, employment rates rose for all NCPs across the six-month study period



Fully Implementing 2Gen with Specialized Caseworker(s) & Smaller Caseloads Shows Promise in One County

One county *fully implementing* 2Gen had **better payment and employment outcomes** in the treatment group than in the control group





Lessons Learned

- ✓ **Caseworker Staffing:** 2Gen service delivery greatly benefits from 2Gen caseworkers with specialized training and dedicated time for 2Gen caseloads
- ✓ **Routine Leadership-Level Meetings with Partners:** Partnerships are essential to improving family economic stability, the parent-child relationship, and child well-being
- ✓ **Gaps in Services Available:** Local gaps in services present a barrier to fully implementing 2Gen
- ✓ **Incentives for Transformation:** 2Gen model is a heavy lift and needs to be incentivized for a statewide rollout
- ✓ **Launching When Ready:** Support readiness to launch across all areas of implementation: state leadership, county leadership, partnerships, caseworker staffing, staff training, and data collection



“Child Support is for the child. To do right by the child, sometimes you have to make sure the parents are okay.”

-2Gen NCP





Thank you





Texas Office of the Attorney General Child Support Division (CSD)

Presenter: Ruth Ann Thornton

VIRTUAL 2020



About Us

- Texas IV-D:
 - Housed in OAG
 - State Run/Administered
 - Hybrid (Judicial + Quasi-Administrative Processes)
 - Really Big
- Vision:
 - A Texas in which every child consistently receives the full financial and emotional support of both parents
- Mission:
 - To encourage responsible parenting by promoting the involvement of both parents and ensuring that children receive the support they need and deserve



Taking a Family-Centered Approach

- A little bit of history
- What “family-centered” means (to us)
- Why it matters
- Projects and programs
- Where we are today
- Insights and lessons learned
- What’s next in Texas

VIRTUAL 2020



Where We Started

- Origins and Evolution
- Projects and Initiatives
- Organizational Structure
- Challenges and Breakthroughs

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A Family Centered Approach to Child Support is a UNIFIED Approach:





VIRTUAL 2020





Where We Are: Programs & Initiatives

- p.a.p.a. – Parenting and Paternity Awareness
- HEROES for Military Children
- Shared Parenting Program
- Family Violence Education & Outreach
- NCP Choices
- Re-Entry Initiatives
- Texas Start Smart



VIRTUAL 2020



15th - 17th



Where We Are: Focus Areas

Families First

We work hard to ensure that every parent understands and has the opportunity to participate fully in the child support process. The families we serve are at the center of every policy, initiative, and program we consider.

Comprehensive Case Management

We strive to be aware of and sensitive to the needs of the individual parents and families we serve and to approach each case with those needs in mind. We consider a paying parent's present circumstance when setting support, and when a parent or family's needs exceed the scope of what we can do to assist, we refer to external organizations who can help.

Resourceful Leadership

We believe in continuous improvement., and we will never become complacent in our success. We see challenges as opportunities, and we do not take for granted that the way things have always been done is the way they must always be. Every member of our organization is empowered to identify and suggest opportunities for cost savings, efficiency gains, and program improvement.



Where We Are: Focus Areas

Human Leadership

Our employees are our most valuable asset. When we invest in them, we promote the success of Texas families. We communicate with transparency, and we seek to cultivate a culture of curiosity, empowerment, and inclusiveness. Our future leaders are among us today, and we work to identify them and support them as they grow.

Education & Partnerships

We can't achieve our mission alone. Partnerships with community and faith-based organizations, courts, the private sector, and other programs and state agencies improve our ability to reach and serve Texas families.

Modern Technology

Modern technology amplifies our impact. We are constantly seeking opportunities to leverage advances in technology to improve processes, increase efficiency, and create new avenues for communication. In a world of ever-evolving technology, we emphasize the importance of innovation, cost-effectiveness, and good stewardship.



What's Next?

- Voice of the Customer
 - Short-term, focused
 - Longer-term, ongoing
- Expansion and Operationalization of Key Initiatives
- Idea Generation, Ongoing Strategic Alignment
- Transformation and Modernization



Q&A

Lanae Davis and Ruth Ann Thornton

VIRTUAL 2020



- How do you get buy-in from staff or how do you change their minds about the benefits of a whole family approach?
- What external partnerships are required for a successful 2Gen/Parent program?
- Typically child support services goals are number focused, how would you incentives or identify new goals for promoting a whole family approach?
- What would you say to someone who hasn't bought into this new approach and may state this is not the function of child support services?
- Is it possible to have a 2Gen/Parent program without having any additional funding? What does that look like?



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