



Shifting the Culture of the Child Support Program

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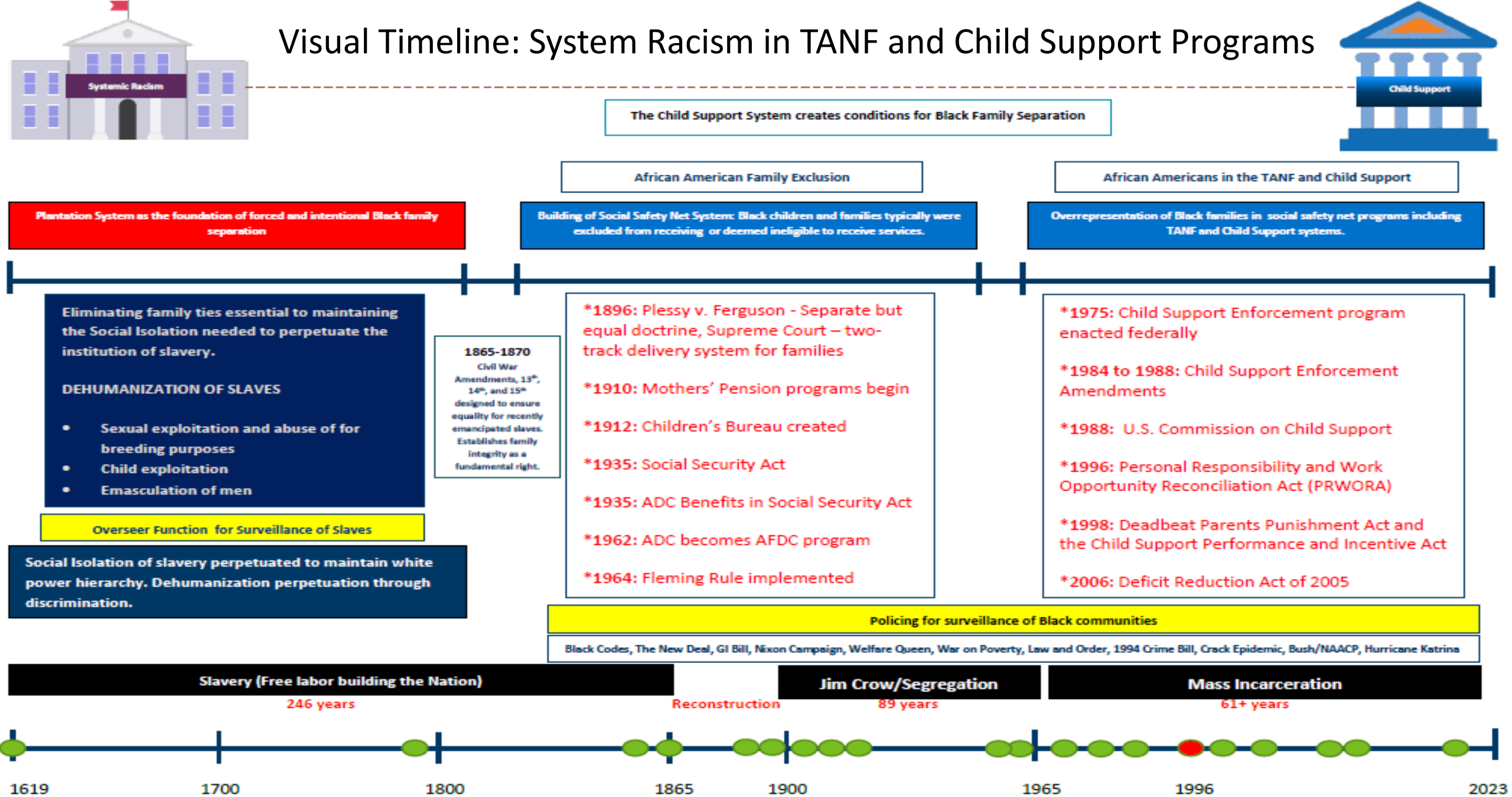
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Visual Timeline: System Racism in TANF and Child Support Programs





Driver's License Suspension Innovation Pilot

What

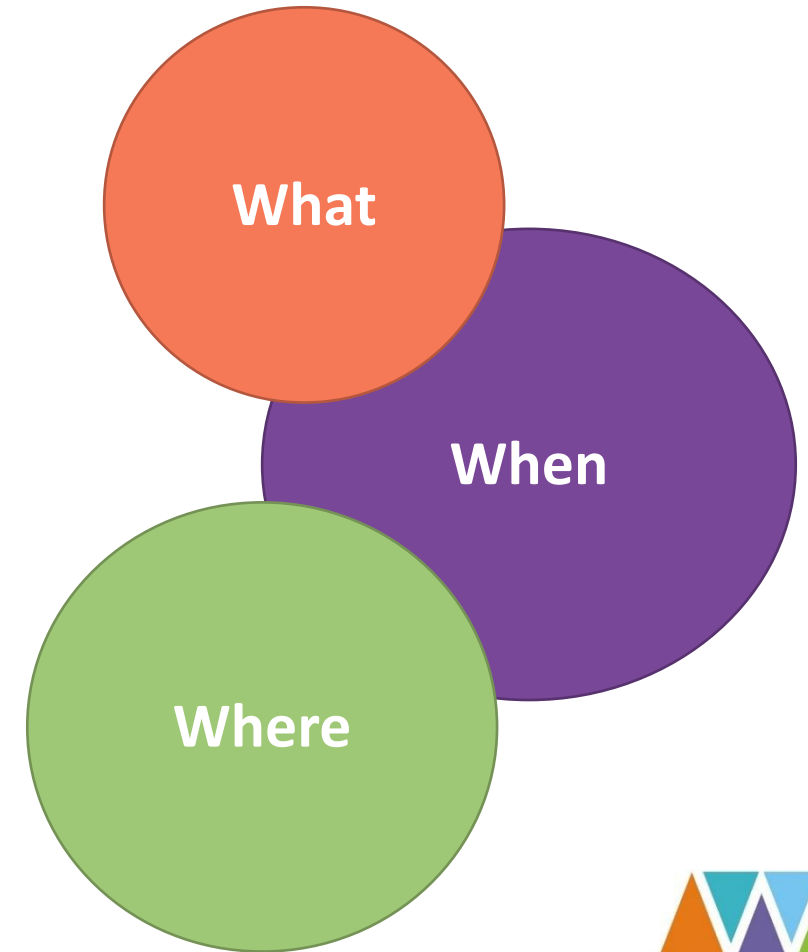
- Procedural Justice Peer Learning Opportunity
- Pilot two changes – proactive outreach and increased flexibility with the remedy
- Include a cultural competence focus
- Goals: decrease license suspensions, improve client engagement, and improve payment outcomes

When

- Report months October 2021 – March 2022
- Enrollment period of October 2021 – June 2022

Where

- Twelve counties from across the state





Driver's License Suspension Innovation Pilot

Why

- Better serve families
- Improve communication
- Understand the impact on BIPOC communities
- Inform changes
- State and national interest in this specific topic
- Lacks research and data

How

- Early case intervention
- Customer service call center verbiage
- Principles of procedural justice
- IDI and Unintended Bias and Cultural Competence course
- Flexible solutions
- Client's story to inform the case plan
- County resource flyers

**Why
and
How**



DLS Pilot – Culture Change in Child Support

From a culture
of threats

to a culture of
engagement

Result = better
outcomes



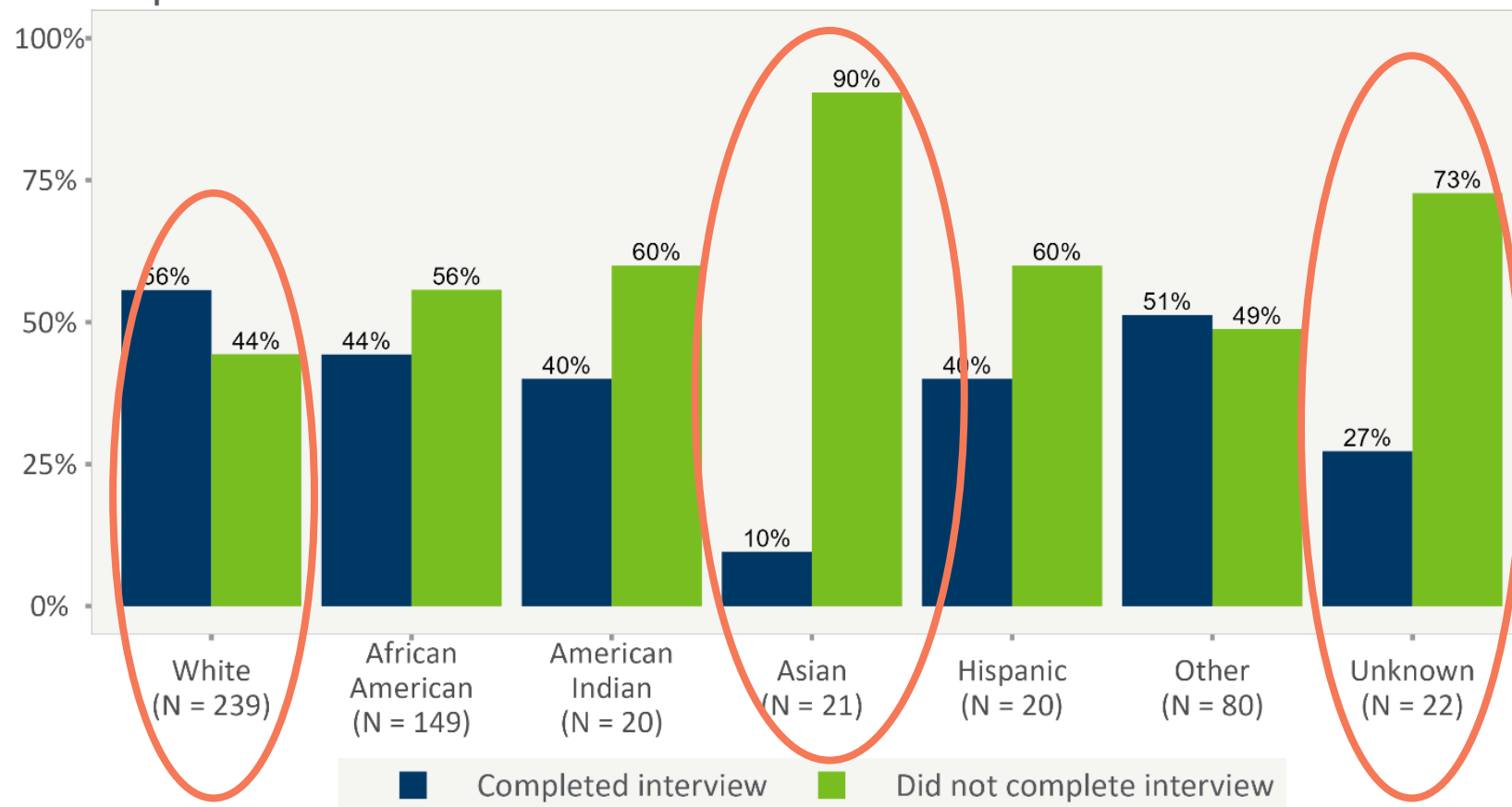
Percent of NCPs with a monthly child support obligation with at least one active DL suspension





Key Finding – Further Review

Step 4 - Interview with NCP



- Workers were less likely to complete interviews with Asian NCPs and NCPs whose race was unknown
- Workers were more likely to complete interviews with White NCPs
- We cannot say whether race or some other correlated factor is driving this finding; simply sheds light on a disparity and a target for future efforts



Next Steps

- Anticipated Impact Results – Fall 2023
- Team working on impact evaluation focused on the following outcomes:
 - Amount of contact between NCPs and child support workers
 - Number of DL suspensions suppressed
 - Number of payment agreements entered
 - Number of modifications sought
 - Number of DL suspensions
 - Average monthly child support payments
 - Number of NCPs, children, and CPs on public assistance
- Examine any race/ethnicity differences in these outcomes
- Link to the initial report: <https://mn.gov/mmb/impact-evaluation/projects/drivers-license-suspension/>



Building Relationships to Address Poverty

A 2Gen Approach





The IMPACS Program

- Improved Payments and Child Success
- Parents increase child support payments
- Parents decrease barriers to better employment
- Parents increase child support payments



IMPACS Data: Barriers to Address

Table: Top Barriers Reported by Clients

Top Barriers	2Gen 1 (N=91)	2Gen 2 (N=56)	Routine (N=49)	Total (N=196)
Being unable to pay child support	93%*	79%	96%**	90%
Being unable to pay other bills	90%	80%	86%	86%
Having car problems or lack of transportation	62%	57%	57%	59%
Not having a driver's license	44%	50%	53%	48%
Not having enough money for food	59%†	29%	47%	47%
Physical health problems	49%	32%	51%	45%
Not having a steady place to live	52%	36%	41%	44%
History of incarceration	38%	36%	59%*	43%

*p<.05, **p<.01, †p<.001 (difference is significant between Goodwill and Hilltop only).





Cultural Constructs of Masculinity

For those that identify on the masculine end of the gender spectrum: In a word or two: What does it mean to be a man?

67 Responses

responsibility
in charge
emotional intelligence
has answers
father figure
protect
anyone who identifies as
person
smart
accountability
hard worker
human
protection
partner
safety
strength
disciplinarian
frown on emotion
to be a caretaker
owning your mistakes
go to guy
tough
head of household
responsibility
strong
responsible
protector
leader
provider
worthy
love
head of the family
mental health
son
father
masculine
adult male
dependable
stability
trust
financially responsible
own mistakes
biological parent



WICSEC

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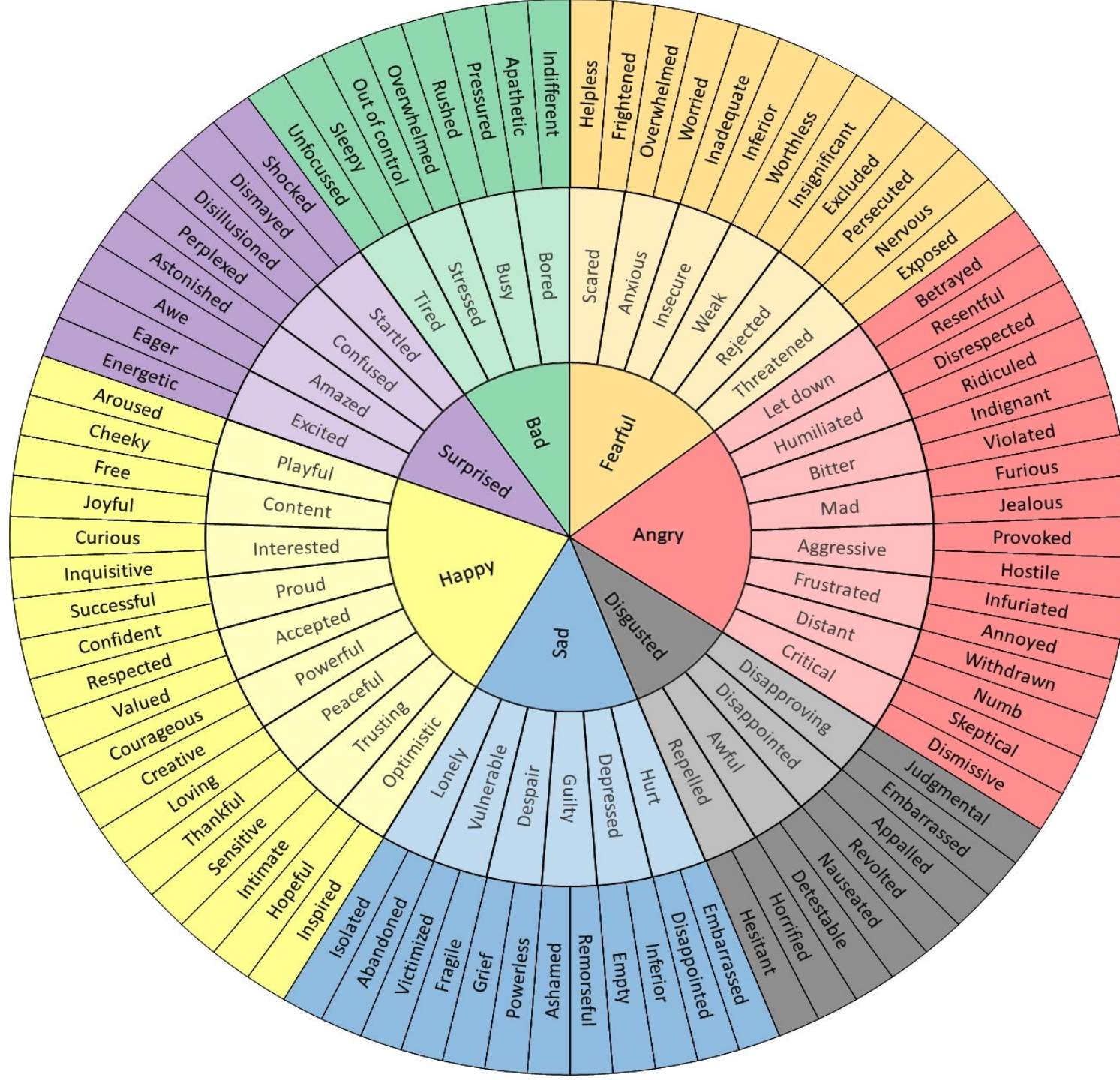
Historical Context

- 250,000 Years of Humanity
- 1953
- Protecting & Providing has changed
- What's adaptive & what's not
- Why is it so hard to reach out?



Why is asking for help so difficult?

- Isolation starts early
- Cultural Messages about men showing emotion
- What does it say about me if I have to ask for help?
- Lacking Vocabulary to express our feelings.





Male expression of emotion...

For those that identify as men or Fathers: In a word or two: How do you feel, right now, in this moment?

30 Responses

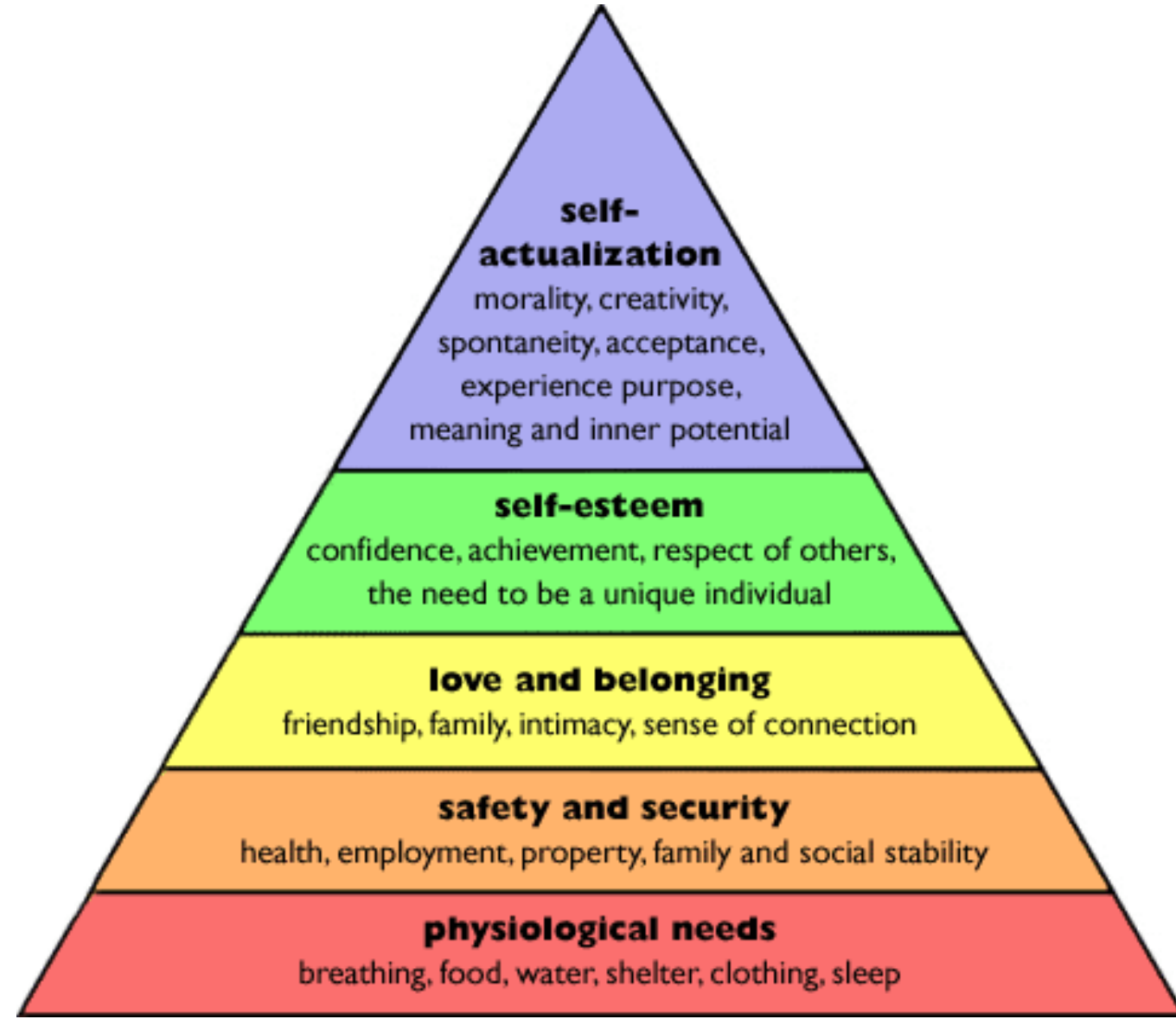
Word cloud containing the following words:

- hungry
- stressed
- empowered
- financial
- fine
- curious
- amazing
- interested
- tired
- seen
- strong
- nervous
- good
- on the spot
- concerned
- cold
- honor
- calm
- happy
- provider
- proud
- uneasy
- sleepy
- lazy



Maslow & Masculinity

- Protecting = Safety
- Providing = Security
- Love & Belonging?





IMPACS Data: 2Gen Works

Table Categories of Funds Distribution by Service Provider

	2Gen 1	2Gen 2	Routine	Total
Employment	\$8,307/41%	\$9,769/27%	\$18,342/99%	\$36,418/48%
Housing	\$6,254/31%	\$15,766/43%	\$150/>1%	\$22,170/29%
Crisis Stabilization	\$4,716/23%	\$9,106/25%		\$13,822/18%
Miscellaneous	\$255/1%	\$941/3%		\$1,196/2%
Child Resources	\$361/2%	\$504/1%		\$865/1%
Recreation	\$343/2%	\$388/1%	\$110/>1%	\$841/1%
Total	\$20,235	\$36,475	\$18,602	\$75,311





IMPACS Data: 2Gen Works

Table Barriers Scale Pre-Post Scores Comparison

A higher score on the scale indicates more barriers. A negative score in the “change” column indicates a decrease in scores from before (pre) to after (post) services

IMPACS Service Provider	Pre-Test	Post-Test	Change
2Gen 1 (n=12)	11.7	4.8	-6.9**
2Gen 2 (n=5)	14	4.6	-9.4*
Routine Services(n=5)	17.8	12	-5.8
Total (n=22)	13.6	6.4	-7.2†
Case Management Counties (n=16)	12.3	4.8	-7.5†
Regular Counties (n=6)	17	10.7	-6.3



IMPACS Data: Relationship Matters

Table Average and Percent of Hours of Service by Client by Category of Service

IMPACS Service Provider	Average Hours Served	Case Management	Employment	Supportive Services	Parenting
2Gen 1 (N=94)	18	8/47%	4/23%	4/24%	1/5%
2Gen 2 (N=62)	14	8/60%	1/9%	2/17%	2/14%
Routine (N=54)	27	7/25%	20*/74%	.02*/1%	.05*/0%
Total (N=210)	19	8/42%	7/37%	3/16%	1/5%

Table Outcomes by 2Gen and Routine Child Support Services		
Characteristic or Outcome	2Gen Child Support Services (n=128)	Routine Child Support Services (n=82)
Referrals	165/52%	154/48%
Engaged in Services	128/61%	82/39%
Rate of Service Engagement	78%	53%
Barriers Pre Score	14.7	14.74
Average Hours Served	18.78	20.37
Successful Completion	17/13%	6/7%
Removed or Dropped Out of Services	15/12%	38/46%
Funds Provided	\$488.56	\$673.61
Changes in Barriers Scale Score	-7.5*	-6.33
Milestones Achieved	93/73%	61/74%
Employment Secured or Improved	63/49%	30/37%
Changes in Total Child Support Payments	\$124.69	-\$404.09
Changes in Number of Payments	.04	-.45

Table IMPACS Client Demographics									
IMPACS Service Provider	Average Age (N=188)	Ethnicity (N=194)						White alone, percent	86.2%
								Black or African American alone, percent (a)	4.7%
		African American	American Indian	Latin x	White	Other	Prefer Not to Answer	American Indian and Alaska Native alone, percent (a)	1.7%
2Gen 1- (n=73)	39	40%	0%	33%	12%	7%	8%		
2Gen 1 (n=13)	40	0%	0%	23%	69%	8%	0%	Asian alone, percent (a)	3.8%
2Gen 1 Average (n=86)	39	34%	0%	31%	21%	7%	7%		
2Gen 2 - (n=13)	37	0%	0%	15%	85%			Native Hawaiian and Other Pacific Islander alone, percent (a)	0.2%
2Gen 2 - (n=48)	37	2%		38%	58%		2%	Two or More Races, percent	3.4%
2Gen 2 Average (n=61)	37	2%		33%	64%	0%	2%	Hispanic or Latino, percent (b)	22.5%
Routine (n=47)	40	2%	9%	21%	43%	19%	6%	White alone, not Hispanic or Latino, percent	66.5%
Total Average (n=194)	38	16%	2%	29%	40%	8%	5%		



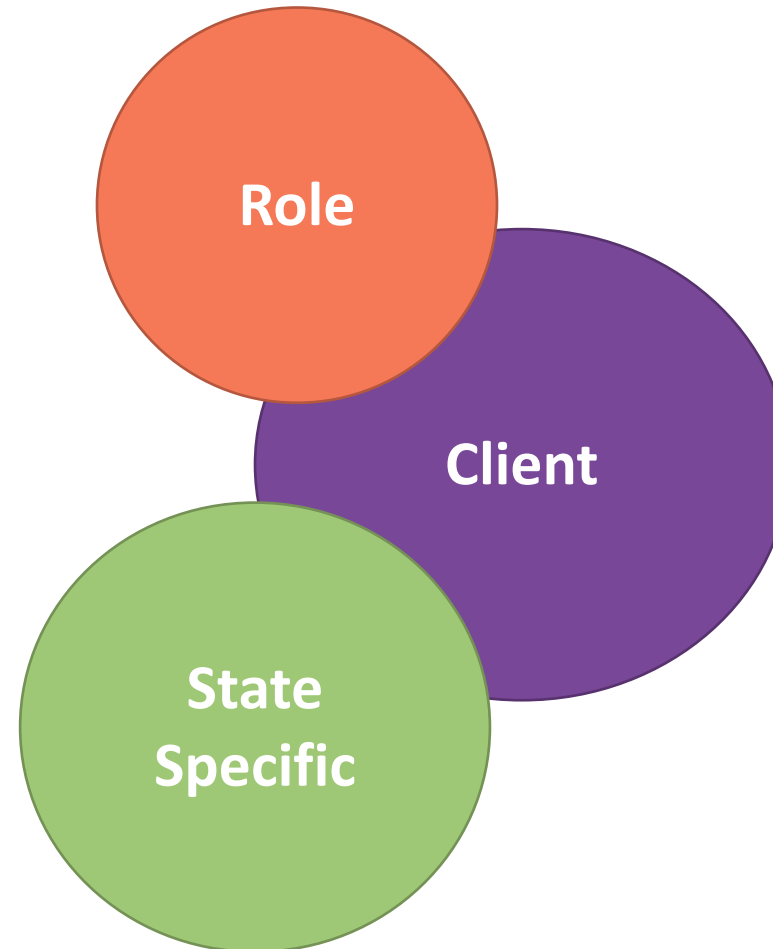
Shifting the Culture for IV-D Attorneys





Background of IV-D Attorneys in the Program

- Law Enforcement Role
- Representation
- States have Different Models





Attorney Mindset

- Law School
- Training
- Prosecutorial Thinking





Shifting the Culture

- OCSS Guidance and Rules of Professional Conduct
- New Expectations
- Final Rule: Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs
- Procedural Justice Alternatives to Contempt Grant Demonstration





Thank you!