

Developing a Culture of Child Support System Equity





Our Speakers



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Overview

1. What issue are we trying to solve?
2. Introduction to Equity Centered Design
3. Child Support Equity Case Study
4. Equity Centered Design in the District of Columbia



What issue are we trying to solve?

- Eliminate inequities within child support system programming to allow us to provide services that are accessible and equitable for all genders, races, and abilities.
- People with lived experiences – especially from historically marginalized communities – must be directly participating in the design of child support systems.
- The philosophy behind and importance of equity must be present not only in our child support policies and processes, but in our systems too. When we embrace equity-driven design principles, we become catalysts for creating a more just and equitable world.

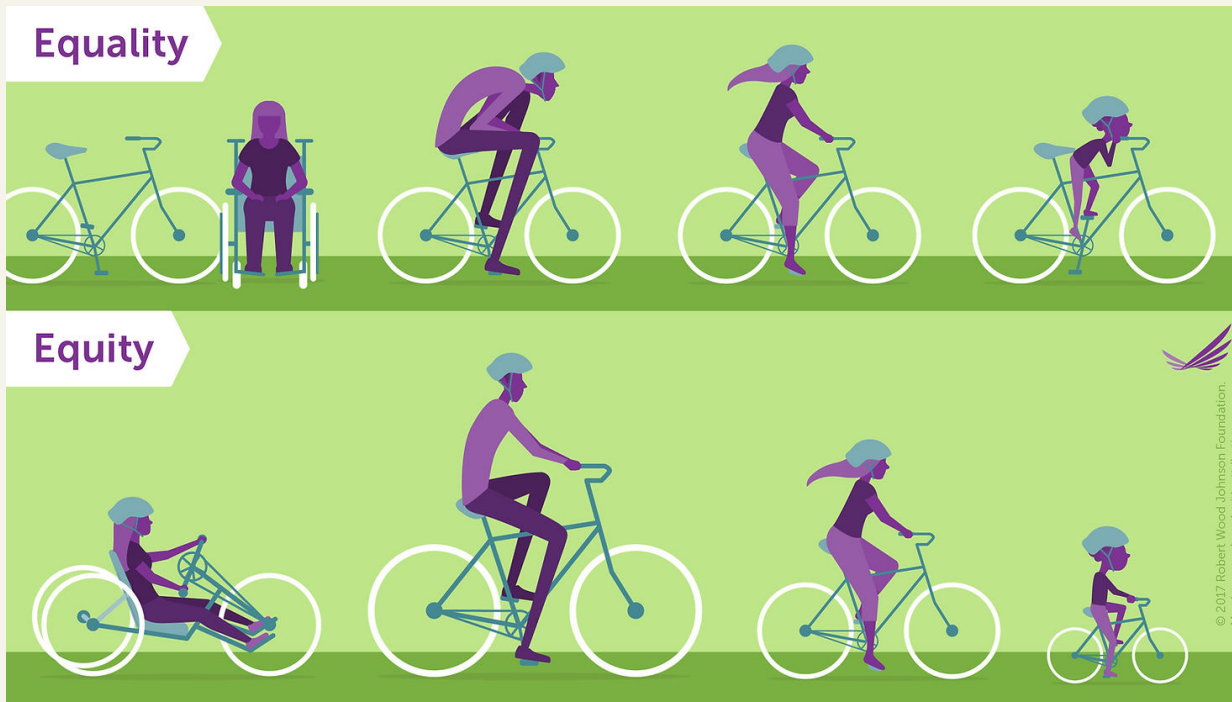


What is EQUITY?





What is Equity?

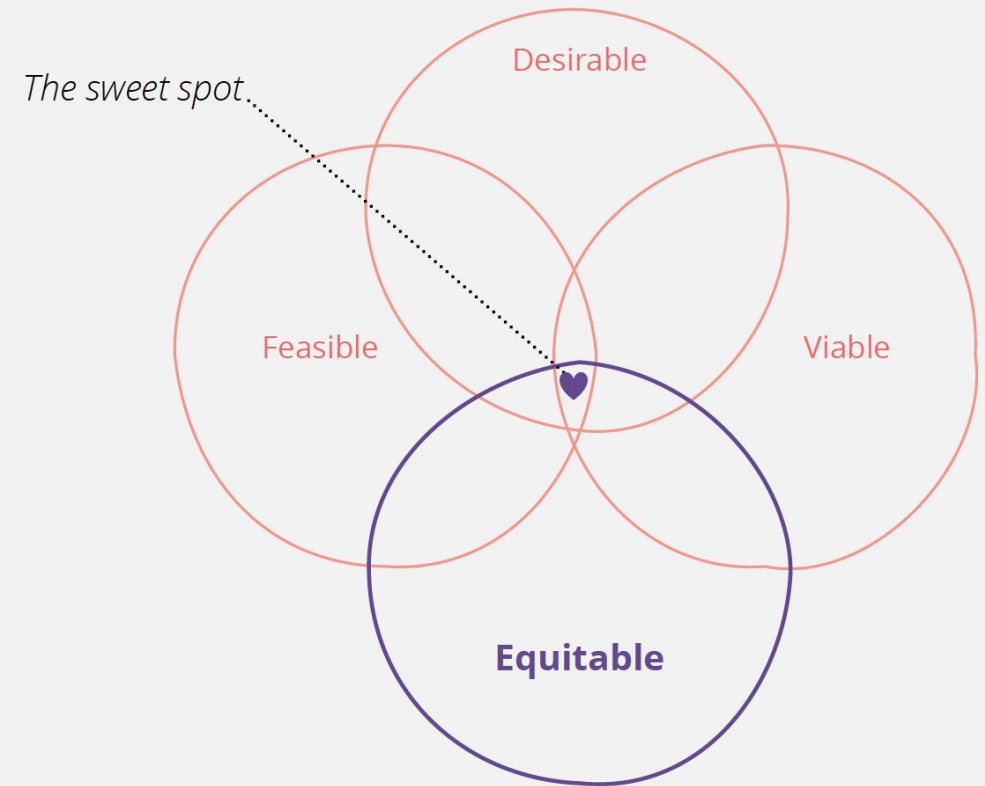


- Equality is often “one-size-fits-all” approach.
- Equity embraces diversity, assessing individual needs and providing resources to support those unique needs.



Equity Centered Design

- Equality-centered design contrasts with human-centered design in the selection of – and engagement with – its design target.
- The lived experiences of those you are problem-solving for – and how you do so – are intentionally considered in constructing the design process.
- ***Limits assumptions, increases representation***





Key Tenets

1. Contextualize the Problem

- Consider what data and insights you're using to understand and define the problem. ECD requires taking a thoughtful approach to critically evaluating your data sources and reflecting on who needs to be engaged in research and how.

2. Co-design the Solution

- ECD requires intentional engagement of **all** stakeholders **throughout** the entire process – from problem identification through design, testing, launch, and integration. ECD is about making sure right conditions are established for marginalized and underserved stakeholders.

3. Redefine Impact

- Being intentional about measuring success and impact. Goal is to not only facilitate outcomes that serve more people, but also to enable engagement.



ECD in UI/UX Design

Accessible UX Design

- Diverse design principles
- Intuitive interfaces that are easier to understand
- Multiple channels for interaction

Representative UX Design

- Diverse user personas in design process
- Avoid bias, conscious and unconscious
- Use imagery and content to address underrepresentation



- **Enhanced user experience**
- **Greater stakeholder engagement**
- **Improved trust and loyalty**
- **Alignment with ethical and social responsibilities**



Challenges with ECD

Implementing equity-centered design can be challenging due to various factors that span organizational, societal, and technical domains.

- **Lack of understanding of systemic inequities**
- **Barriers to engagement with marginalized communities**
- **Resource and/or budget constraints**
- **Organizational support and measuring impact**



Child Support Equity Case Study

- Initiative Overview
- Analysis Overview
- Key Findings



Initiative Overview

The state was interested in understanding case and enforcement data and wanted to conduct a holistic analysis to see if there was **equity in the child support system**. The following business questions were analyzed to enable the state to make **data-driven decisions**:

1. What is the number and percentage of minority Non-Custodial Parents (NCPs) who have an active enforcement action? How does this compare to non-minorities?
2. Which offices have the highest number of minority enforcement actions? How does this compare to overall Office Area NCP population?
3. Which enforcement actions have been imposed most frequently? How do enforcement action types compare to the office area demographic make-up?
4. How do offices compare against one another in terms of enforcement?
5. What is the average length of enforcement action by race and ethnicity? How many enforcement actions have been stopped/suspended by race and ethnicity?
6. How does the NCP race/ethnicity distribution compare to census information?



Analysis Overview



Stakeholder Sessions

- Discovery sessions were conducted to finalize business questions, business logic, and data sources necessary for the analysis.
- Data sessions were conducted to discuss and finalize the data logic for each business question.



Child Support Data

- Child support data was utilized from available data sources, which included enforcement, case and case action data.
- Specifically race/ethnicity for each non-custodial parent was analyzed



Census Data

- Census data was utilized for this analysis.



Key Findings

3

The initiative analyzed case and enforcement data to understand potential equity concerns within the child support system.

47.7%

of minorities had some type of enforcement status versus 52.3% of non-minorities



57.2%

of minorities had an active enforcement action versus 42.8% of non-minorities



2.4X

Caucasian NCPs were **2.4 times more likely** to have a **suspended enforcement status** when compared to **Black NCPs**

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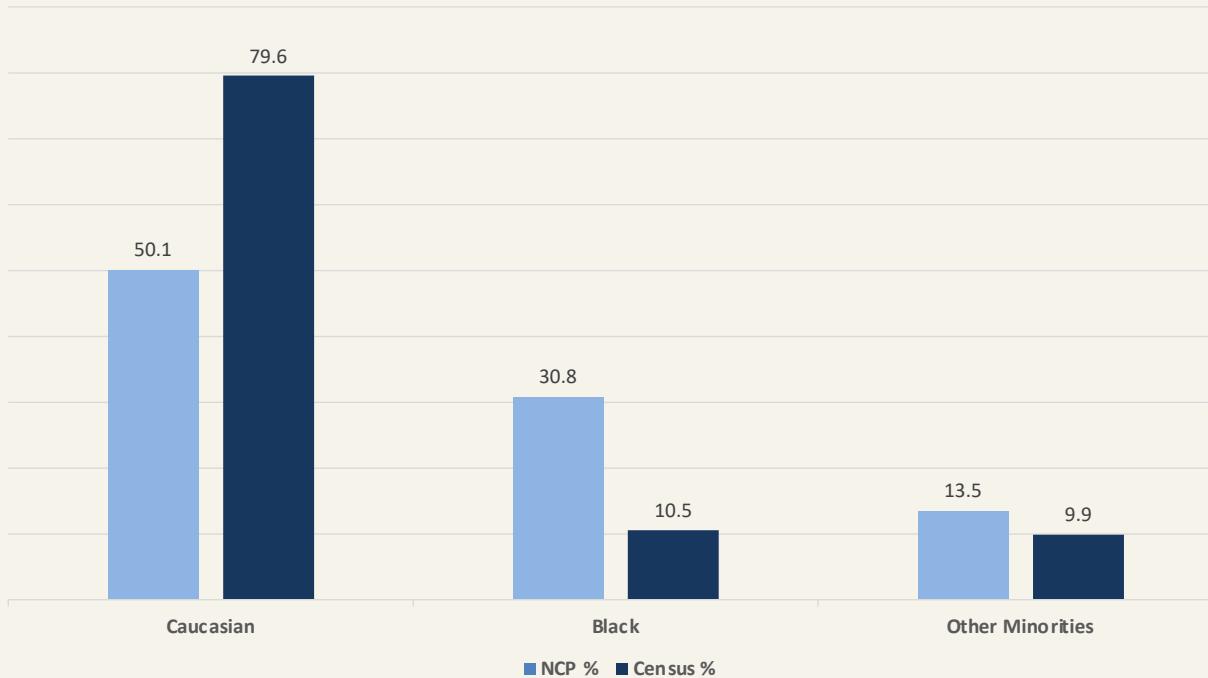
Key Findings

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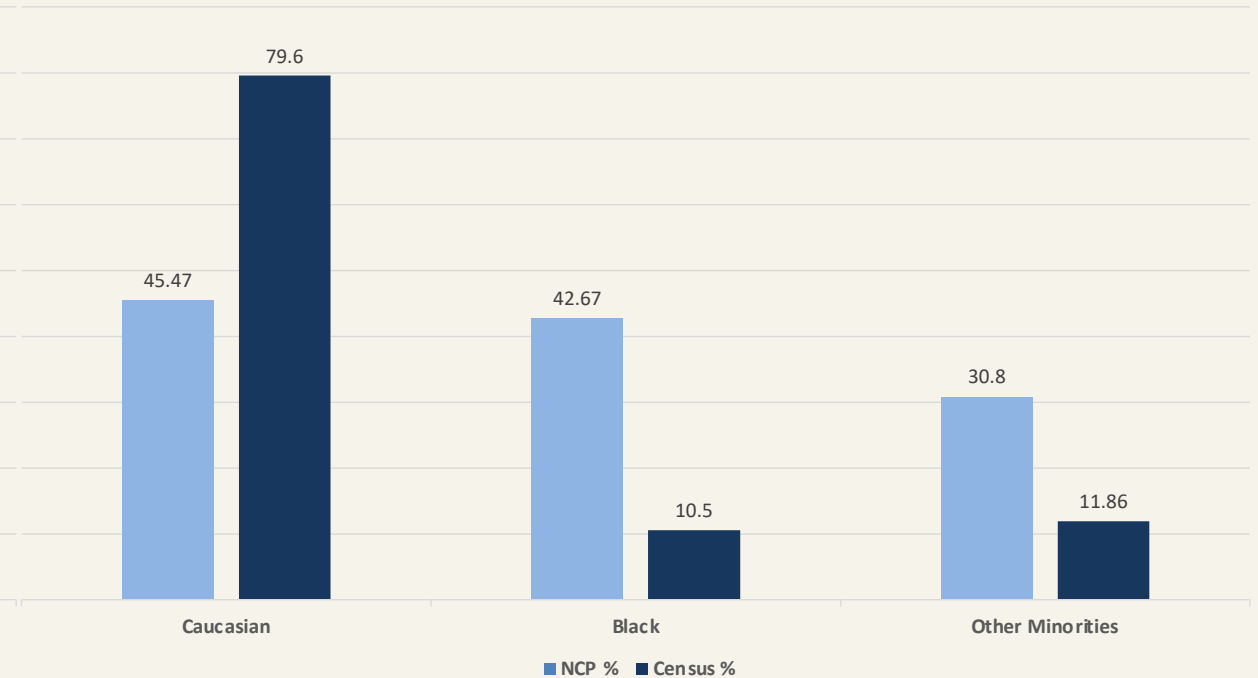


Black NCPs accounted for **42.67%** of NCPs with an active enforcement status even though black individuals comprised **30.8% of the NCP population**

NCPs Ethnicity Comparison



NCPs in Active Enforcement



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Discussion

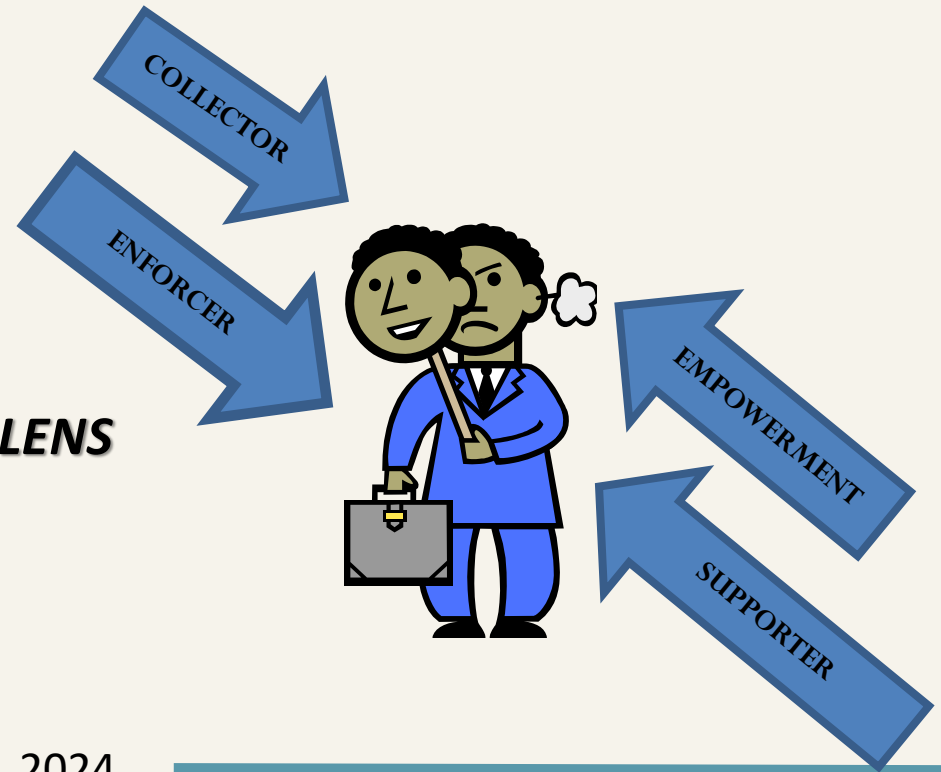
What steps would you take to create equity in *your* child support system?

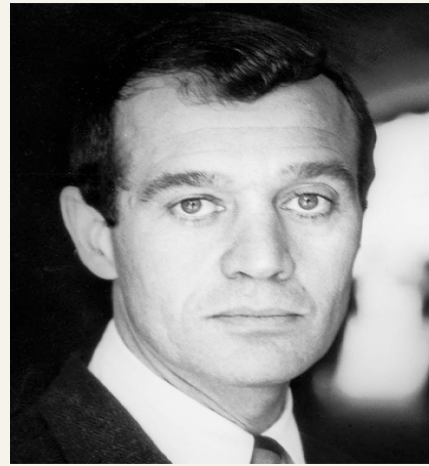


Equity Centered Design in the District of Columbia

The New Face Of Child Support

LOOKING AT CHILD SUPPORT THROUGH A NEW LENS







Unconscious Bias

4

Individuals have subconscious preferences for objects and people that unintentionally influence their behavior and decision-making.

Incarcerated parents don't care about their children

NCPs that don't pay their child support are deadbeats and don't care about their children

TANF Customers (especially fathers) just want to receive a free paycheck



Step 1. Can You Identify One of Yours?



In 2008, the median household income in Washington DC for White residents was \$101,171, while the median household income for Black residents was \$39,182.

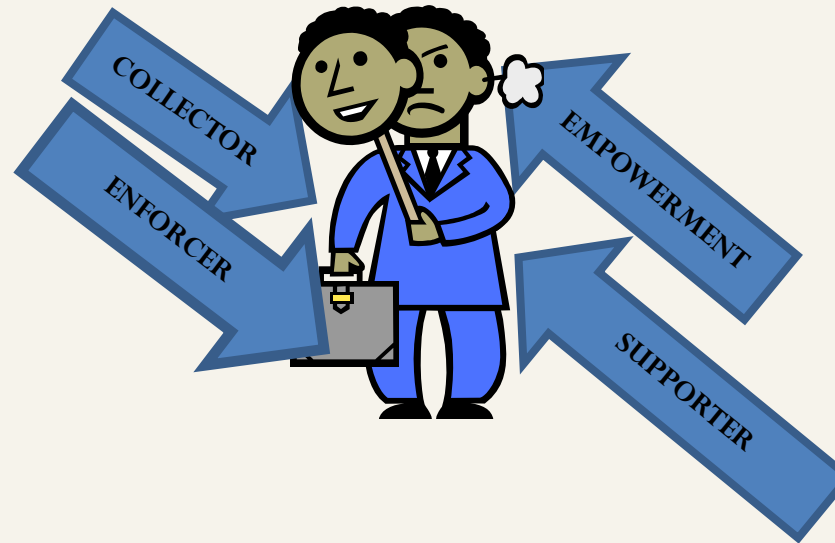
In 2008, the racial makeup of Washington, DC was as follows: 53% Black or African American, 38.5% White, 9% Hispanic, 3.5% Asian, 0.3% American Indian and Alaska Native, 0.1% Native Hawaiian and Pacific Islander, 4.1% some other race, and 2.9% individuals from two or more races.

CSSD at a glance in 2009		
Total Caseload	55,378	
Number Of Unique NCPs	42,828	77.33%
Number Of NCP with Criminal Data	8,641	20% of Total NCPs
Number Of NCPS with DC Address	26,332	47.54%
Ward 7	6,270	23.81%
Ward 8	7,881	29.92%
53.73% of NCPs with DC ADDRESSES LIVE IN WARDS 7 AND 8		
Ward 7	8,197	24.97%
Ward 8	9,919	30.22%
55.19% of CPs with DC ADDRESSES LIVE IN WARDS 7 AND 8		
Average Age of NCPs	41 years	
Average Age of CPs	38 years	
Average Age of DPs	14 years	
Black/African American	84%	
Hispanic	4%	
White	.01%	
Other/Unknown	11%	



Cultural Dexterity

The ability to be cognizant and attuned to one's mindset when interacting with an individual of any national, ethnic, generation, or group affinity by “**combining cultural knowledge, emotional intelligence, and interpersonal skills.**”





AUTHORITY vs. POWER

The power or right to give orders, make decisions, and enforce obedience

The process of becoming stronger and more confident, especially in controlling one's life

How will you use it?



Equity-Centered Design Services

4

“can help governments build a more inclusive future, improve service delivery, and design services that meet people's needs. ECD can also help governments de-risk modernization by building relationships, ensuring solutions meet diverse needs, and creating a stronger sense of belonging, etc..... “

- **First Response Unit (FRU)**
- **Outreach Opportunities**
- **Mobile Office**
- **Free Genetic Testing Offered to All Children in Our Caseload**
- **Alternative Solutions Center and Fathering Court**
- **Virtual Appointment**
- **Customer Engagement (Video) Presentation**



Suggestions

- TAKE ACTION!
- BEING COMFORTABLE WITH BEING UNCOMFORTABLE
- UTILIZE CULTURAL DEXTERITY
- PRIORITIZE THE TIME THAT YOU ARE GIVEN
- **UNDERSTAND THAT NOTHING CHANGES WITHOUT CHANGE**



Questions?





Thank You!



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