It Just Takes a Nudge

Learn how to use behavioral interventions to get the child support outcomes you want

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Mayra Canela
Veronica Riley
Agenda

• What are Behavioral Economics and Nudges?
• Practical Examples
• Create your own!
• What about the Data?
TRYING TO UNDERSTAND SOMEONE'S BEHAVIOR IS LIKE TRYING TO SMELL THE COLOR 9.
Behavioral Science

• Choice/Cognitive Overload
• Psychology of Scarcity
• Ostrich Effect
• Negative Identity Priming
• Procrastination
• Prospective Memory

• Status Quo Bias
• Present Bias
• Social Norms & Social Proof
Framing- It Matters!

#WICSEC2018
Choice/Cognitive Overload

• When there are too many choices, people can become overwhelmed and chose poorly or make no choice at all

• When conditions overburden a person’s cognitive resources, their mental processes and decision making quality, satisfaction, etc., may decline
# WICSEC2018

## Cheesecakes

<table>
<thead>
<tr>
<th>Cheesecake Name</th>
<th>Calories</th>
<th>Ingredients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original 800</td>
<td>800 cal</td>
<td>The One that Started it All</td>
</tr>
<tr>
<td>Fresh Strawberry 870</td>
<td>870 cal</td>
<td>Our Famous Berry Cheesecake with a Fresh Strawberry Fruit and Sour Cream Topping</td>
</tr>
<tr>
<td>Salted Caramel Cheesecake 1220</td>
<td>1220 cal</td>
<td>Caramel Cheesecake and Caramelized Macadamia Nuts on a Brown Brownie Base Topped with Salted Caramel and Macadamia Nuts</td>
</tr>
<tr>
<td>Toasted Marshmallow Smores Galore 1490</td>
<td>1490 cal</td>
<td>Toasted Marshmallow and Graham Crackers with Nutella Topped with a Coffee Fudge Cake and Chocolate Hazelnut Topping</td>
</tr>
<tr>
<td>Lemon Meringue Cheesecake 1140</td>
<td>1140 cal</td>
<td>Lemon Cream Cheese Topped with Layers of Lemon Marmalade and Meringue</td>
</tr>
<tr>
<td>Godiva Chocolate Cheesecake 1220</td>
<td>1220 cal</td>
<td>Godiva Godiva Chocolate Cake topped with Godiva Chocolate Cheese and Chocolate Hazelnut Topping</td>
</tr>
<tr>
<td>Ultimate Red Velvet Cake Cheesecake 1340</td>
<td>1340 cal</td>
<td>Layers of Red Velvet Cake and Cheesecake Coated in Cream Cheese Frosting, Topped with White Chocolate and Red Velvet Fudge</td>
</tr>
<tr>
<td>Reese’s Peanut Butter Chocolate Cake Cheesecake 1480</td>
<td>1480 cal</td>
<td>Reese’s Peanut Butter Cups in Our Original Cheesecake with a Layer of Dark Chocolate Fudge and Raspberry Swirl</td>
</tr>
<tr>
<td>35th Anniversary Cheesecake with Strawberries 1240</td>
<td>1240 cal</td>
<td>Layers of Our Original Cheesecake, Fudge Cake and Chocolate Truffle Frosting</td>
</tr>
<tr>
<td>Dulce de Leche Caramel Cheesecake 1230</td>
<td>1230 cal</td>
<td>Caramel Cheesecake Topped with Caramel Sauce and Almond Brittle on a Vanilla Crust</td>
</tr>
<tr>
<td>White Chocolate Raspberry Truffle 1120</td>
<td>1120 cal</td>
<td>White Chocolate Cheesecake with White Chocolate and Raspberry Filling</td>
</tr>
<tr>
<td>Cherry Outrageous Cheesecake 1130</td>
<td>1130 cal</td>
<td>Chocolate Chip Cheesecake topped with Cherry sauce and Sour Cream Topping</td>
</tr>
<tr>
<td>Mango Key Lime Cheesecake 1320</td>
<td>1320 cal</td>
<td>Mango Cheesecake with Mangos on a Vanilla Cookie Macaroon Crust</td>
</tr>
<tr>
<td>Fresh Banana Cream Cheesecake 1230</td>
<td>1230 cal</td>
<td>Banana Cream Cheesecake topped with Banana Cream and Fresh Banana Slices</td>
</tr>
<tr>
<td>Adam’s Peanut Butter Cup Fudge Ripple 1230</td>
<td>1230 cal</td>
<td>Adam’s Peanut Butter Cup Topped with Adam’s Peanut Butter Cup Sauce and Adam’s Nutella Topped with a Layer of Chocolate and Fudge Frosting</td>
</tr>
<tr>
<td>White Chocolate Caramel Macadamia Nut Cheesecake 1410</td>
<td>1410 cal</td>
<td>White Chocolate Cheesecake topped with Macadamia Nuts and Caramel on a Brownie Brownie Crust</td>
</tr>
<tr>
<td>Lemon Raspberry Cream Cheesecake 930</td>
<td>930 cal</td>
<td>Raspberry Cheesecake topped with Raspberry Cheesecake and Lemon Mousse Topping</td>
</tr>
<tr>
<td>Tiramisu Cheesecake 870</td>
<td>870 cal</td>
<td>Our Fabulous Tiramisu Cheesecake, Chocolate Cheesecake, and Raspberry Tiramisu Topping Combined into one Amazing Dessert!</td>
</tr>
<tr>
<td>Chocolate Mousse Cheesecake 1120</td>
<td>1120 cal</td>
<td>Silky Chocolate Cheesecake with a Layer of Belgian Chocolate Mousse</td>
</tr>
<tr>
<td>Vanilla Bean Cheesecake 1070</td>
<td>1070 cal</td>
<td>Vanilla Bean Cheesecake topped with Vanilla Whipped Cream and Topped with a Layer of Strawberry and Whipped Cream</td>
</tr>
<tr>
<td>Chocolate Tuxedo Cheesecake 1070</td>
<td>1070 cal</td>
<td>Chocolate Tuxedo Cheesecake topped with Chocolate Whipped Cream and Topped with a Layer of Strawberry and Whipped Cream</td>
</tr>
</tbody>
</table>

## Cheesecakes and Desserts

<table>
<thead>
<tr>
<th>Dessert Name</th>
<th>Calories</th>
<th>Ingredients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hershey’s Chocolate Bar Cheesecake 1340</td>
<td>1340 cal</td>
<td>Hershey’s Chocolate Bar Cheesecake with Chocolate Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Chocolate Chip Cookie Dough Cheesecake 1350</td>
<td>1350 cal</td>
<td>Chocolate Chip Cookie Dough Cheesecake with Chocolate Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Dutch Apple Carmel Streusel 1030</td>
<td>1030 cal</td>
<td>Dutch Apple Carmel Streusel Cheesecake with a Layer of Carmel Apple Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Key Lime Cheesecake 1060</td>
<td>1060 cal</td>
<td>Key Lime Cheesecake with Key Lime Cheesecake and Whipped Cream Topping</td>
</tr>
<tr>
<td>Low Carb Cheesecake 830</td>
<td>830 cal</td>
<td>Low Carb Cheesecake with a Layer of Cream Cheese and Whipped Cream Topping</td>
</tr>
<tr>
<td>Low Carb Cheesecake with Strawberries 830</td>
<td>830 cal</td>
<td>Low Carb Cheesecake with Strawberries and Whipped Cream Topping</td>
</tr>
<tr>
<td>Carmel Pecan Turtle Cheesecake 1260</td>
<td>1260 cal</td>
<td>Carmel Pecan Turtle Cheesecake with a Layer of Carmel Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Snickers Bar Cheesecake 1120</td>
<td>1120 cal</td>
<td>Snickers Bar Cheesecake with a Layer of Carmel Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Craig’s Crazy Carrot Cheesecake 1110</td>
<td>1110 cal</td>
<td>Craig’s Crazy Carrot Cheesecake with a Layer of Carrot Cake and Whipped Cream Topping</td>
</tr>
<tr>
<td>Cherry Cheesecake 1040</td>
<td>1040 cal</td>
<td>Cherry Cheesecake with Cherry Filling and Whipped Cream Topping</td>
</tr>
<tr>
<td>Pumpkin 920</td>
<td>920 cal</td>
<td>Pumpkin Cheesecake with Whipped Cream and a Layer of Pumpkin Pie Cheesecake</td>
</tr>
</tbody>
</table>

## Specialty Desserts

<table>
<thead>
<tr>
<th>Dessert Name</th>
<th>Calories</th>
<th>Ingredients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lindy’s Fudge Cake 1100</td>
<td>1100 cal</td>
<td>Lindy’s Fudge Cake with a Layer of Carmel Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Black-out Cake 1400</td>
<td>1400 cal</td>
<td>Black-out Cake with a Layer of Carmel Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Carrot Cake 1690</td>
<td>1690 cal</td>
<td>Carrot Cake with a Layer of Carmel Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Warm Apple Crisp 1460</td>
<td>1460 cal</td>
<td>Warm Apple Crisp with a Layer of Carmel Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Lemoncello Cream Torte 1130</td>
<td>1130 cal</td>
<td>Lemoncello Cream Torte with a Layer of Lemon Mousse and Whipped Cream Topping</td>
</tr>
<tr>
<td>Tiramisu 1270</td>
<td>1270 cal</td>
<td>Tiramisu with a Layer of Tiramisu and Whipped Cream Topping</td>
</tr>
<tr>
<td>Chocolate Tower Truffle Cake 1760</td>
<td>1760 cal</td>
<td>Chocolate Tower Truffle Cake with a Layer of Carmel Fudge and Whipped Cream Topping</td>
</tr>
<tr>
<td>Fresh Strawberry Shortcake 1470</td>
<td>1470 cal</td>
<td>Fresh Strawberry Shortcake with a Layer of Strawberry and Whipped Cream Topping</td>
</tr>
</tbody>
</table>

## Bowl of Fresh Strawberries

<table>
<thead>
<tr>
<th>Dessert Name</th>
<th>Calories</th>
<th>Ingredients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bowl of Fresh Strawberries 220</td>
<td>220 cal</td>
<td>Bowl of Fresh Strawberries with Whipped Cream Topping</td>
</tr>
</tbody>
</table>

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# WICSEC2018
Ways to Address Negative Behaviors

Choice/Cognitive Overload

• Simplify!
• Break down complex information into steps
• Use plain language
• Communicate only what’s needed

Examples:
• Use prompts to help customer make a payment plan
• Encouraging engagement with the office to talk through the process
• Pre-populated forms
Psychology of Scarcity

• Resource scarcity (e.g., money, time) creates its own mindset, changing how people look at problems and make decisions

Hidden Brain: Episode 65- Tunnel Vision
Ways to Address Negative Behaviors

Psychology of Scarcity

- Invite parents to participate in programs at the start of the month or after tax refunds, when they are under less financial strain
- Ease access to programs and services
- Eliminate program restrictions/requirements

Examples:
- Text and email message reminders
- Cutting down language in establishment letters to only what’s necessary to get the process started
- Calling recently unemployed NCP’s to invite them to do order modification

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PROBLEM?

WHAT PROBLEM....
Ostrich Effect

- When people avoid what they think will be bad news

Hidden Brain: You 2.0- The Ostrich Effect

#WICSEC2018
Ways to Address Negative Behaviors

Ostrich Effect

• Frame messages in friendlier terms
• Emphasize where the agency can offer help

Examples:

• Personalizing messages
• Avoiding language that could be perceived as threatening
• “Protect your rights”
Negative Identity Priming

• When communication conveys the agency views the customer negatively
ME: LOSE WEIGHT

INNER ME: DRINK A CUP OF RANCH
Ways to Address Negative Behaviors

Negative Identity Priming

• Stress that the process is designed to help **both** parents
• Affirmation
• Appeal to the person’s sense of justice and opportunity to have their say

Examples:

• “Interested in finding work? We can help.”
Procrastination

• Putting off action until a later time, sometimes failing to do it at all
Ways to Address Negative Behaviors

Procrastination
• Set a deadline by which parents have to respond to your communication, even if they will not necessarily suffer negative consequences for missing it
• Create a sense of scarcity

Examples:
• “Your child support order is due in 3 days. Make sure you pay on time to avoid penalties.”
Prospective Memory

• Remembering to perform a planned action or intention at the appropriate time
Ways to Address Negative Behavior

Prospective Memory
• Create reminders
• Experiment with the timing of reminders to keep them close to the time when the customer should complete the action
• Use deadlines

Examples:
• Help customers make a payment plan
• Changing processes so that key steps can be completed at the most reliable touchpoint
• Providing tangible objects to cue action (e.g., wallet card, magnet)
Status Quo Bias

• For better or worse, people tend to go along with the status quo or an implied “recommendation”
Ways to Address Negative Behavior

Status Quo Bias
• Change the status quo to something that is more likely to be in the best interest of the customer.

Examples:
• When scheduling appointments, give the parents an opportunity to reschedule
• Converting an “opt in” to an “opt out”, or vice versa, to guide a decision
Present Bias

• Weighing present concerns more than future ones. We make plans to do unpleasant tasks “tomorrow”...
• ...and make the same choice when “tomorrow” becomes “today”
Ways to Address Negative Behavior

Present Bias
• Reframe message, making it more urgent
• Emphasize what’s in it for them- *right now*

Example:
• “Come into the office to avoid a $45 service fee.”
Looking For Where
I Asked For Your
Opinion
Social Norms & Social Proof

• People often take their behavioral cues from social norms - the perceived behavior of others

• Social proof is descriptive, accurate information about how peers behave in a similar situation
Way to Address Negative Behavior

Social Norms & Social Proof
- Change what norm is observed in the situation
- Provide information on how a good decision has positively impacted peers

Examples:
- Testimonials from parents engaging with the program
- “Parents have saved hundreds of dollars by applying for an order modification”
How to get people to use the stairs
D'oh, the donuts are wayy over there.

Think I'll have fruit.

My cunning choice architecture will soon have Homer eating healthy.
Tools you can use!
Social Influence

Persuasion by society, peers, or a person of influence can affect people’s decisions and actions. People tend to follow what they think other people are doing.
Social Influence

Persuasion by society, peers, or a person of influence can affect people’s decisions and actions. People tend to follow what they think other people are doing.

(Allcott, 2011)
Implementation Prompts

Encouraging people to plan the steps they will take to complete a task can move people from intention to action.
Implementation Prompts

Encouraging people to plan the steps they will take to complete a task can move people from intention to action.

POLL QUESTION

Your friend tells you she plans to vote in an upcoming election. What is one question you can ask her that will increase the likelihood she will vote?

A) Who will you vote for?  
B) What can we do to get more people to vote?  
C) Where is your polling station?
POLL QUESTION

Can deadlines be effective if there is no penalty or consequence for missing the deadline?

A) Yes
B) No
Make Deadlines

Framing a future action as important and urgent by setting a due date discourages the tendency to prioritize today’s needs over tomorrow’s needs.

#WICSEC2018
Personalization

Efforts to personalize information or give customers personal assistance through a difficult task can improve outcomes.
Personalization efforts to personalize information or give customers personal assistance through a difficult task can improve outcomes.

Attendance Rates

<table>
<thead>
<tr>
<th></th>
<th>Control</th>
<th>Add recipient's name</th>
<th>Add sender's name</th>
<th>Add reciprocity message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance Rate</td>
<td>10%</td>
<td>15%</td>
<td>17%</td>
<td>27%</td>
</tr>
</tbody>
</table>

8 new Picker Packer jobs are now available at Pro FS. Come to Bedford job centre on Monday 10 June between 10am and 4pm and ask for Sarah to find out more.

Hi Elspeth. 8 new Picker Packer jobs are now available at Pro FS. Come to Bedford job centre on Monday 10 June between 10am and 4pm and ask for Sarah to find out more.

Hi Elspeth. 8 new Picker Packer jobs are now available at Pro FS. Come to Bedford job centre on Monday 10 June between 10am and 4pm and ask for Sarah to find out more. Michael

Hi Elspeth. 8 new Picker Packer jobs are now available at Pro FS. Come to Bedford job centre on Monday 10 June between 10am and 4pm and ask for Sarah to find out more. I've booked you a place. Good luck. Michael

#WICSEC2018
Loss Aversion

Humans tend to prefer avoiding losses to achieving equal-sized gains, relative to a reference point. Framing the same policy or opportunity as a loss can drive behavior more strongly than framing it as a gain.

POLL QUESTION

Which of the following would be more likely to motivate you to bring a reusable bag when grocery shopping?

A) You will get charged 5 cents for a plastic bag.
B) You will get a 5-cent credit if you bring your own bag.
Humans tend to prefer avoiding losses to achieving equal-sized gains, relative to a reference point. Framing the same policy or opportunity as a loss can drive behavior more strongly than framing it as a gain.

**"Gain" Condition**
- End of year bonus linked to student performance

**"Loss" Condition**
- Lump sum payment at beginning of year
- Must return some or all if students did not meet performance targets

Same performance = same bonus
Ease

Reduce complexity through, for example, defaults, simplification, removing hassles, and color-coding.
POLL QUESTION

You are trying to refer a customer to a form on your website. Do you:

A) Give the customer the URL to your website’s homepage and provide instructions on how to navigate to the form (for example, www.mdrc.org)
B) Give them a longer URL that takes them directly to the form (for example, www.mdrc.org/forms/TA.pdf)

Ease

Reduce complexity through, for example, defaults, simplification, removing hassles, and color-coding.
POLL QUESTION

How often does your agency send customers reminders when they have an important appointment or deadline?

A) Consistently  
B) Sometimes  
C) Never

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reminders reduce mental effort by providing a cue that the task still needs to be completed.

#WICSEC2018
Reminders reduce mental effort by providing a cue that the task still needs to be completed.

POLL QUESTION

If your answer to the previous poll question was ‘Sometimes’ or ‘Never’: Why doesn’t your agency send reminders consistently?

A) We cannot afford the cost of sending more reminders.
B) We do not think sending (more) reminders will improve response.
C) We do not have the technological capacity.
D) We do not have enough staff to create and send them.
E) Other
F) N/A
Social Influence
Implementation Prompts
Make Deadlines
Personalization
Loss Aversion
Ease
Reminders
Hello, «NCP_First». Have your say in setting up your Child Support order.

You have received these documents because you have been named as the parent of «Kids» on a child support case. At the San Joaquin Child Support Office, we want to work with you to explain your options so you can protect your rights.

What do you do now?

File an "Answer" form to this case to get an order that's based on your actual situation. It will only take 10 minutes. Here's what to do next:

1. Fill out the "Answer" form FL-610 included in this packet. See instructions on the back.
2. Mail or bring the form to San Joaquin County DSS
   826 N. California St., Stockton, CA 95202.
   *We can file the "Answer" for you!
   *Call for other options:
   1-866-301-3212
3. Contact us today to discuss the options for your next step in this case.

Make sure your voice is heard. Act now!

What happens if you do nothing?

- You may be legally named a parent and be required to pay.
- Your child support order will not go away.
- Your order may go into effect in as little as 30 days from the date you received this package if you do not respond. Submit your Answer form today to have your voice heard.
How do I fill out the “Answer” form FL-610?

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Box at the top of the page</strong></td>
<td>In the box that starts with “ATTORNEY OR PARTY WITHOUT ATTORNEY,” print your name, address, and telephone number if it’s not already there. If you have a lawyer, give this form to your lawyer to fill in.</td>
</tr>
<tr>
<td><strong>Question 1</strong></td>
<td>You will need to write in the names of each child. You can find these names on form FL-600 in this package (look at the top right corner for FL-600). Check “Yes” next to each child if you are that child’s parent. If you are not the parent or aren’t sure, check “No” next to the child – this will tell the child support office (in question #2) that you want a genetic paternity test.</td>
</tr>
<tr>
<td><strong>Question 2</strong></td>
<td>You don’t need to write anything here. If you checked “No” next to any child’s name, this will automatically tell the child support office that you want a genetic paternity test.</td>
</tr>
</tbody>
</table>
| **Question 3** | Look at FL-650 for the support amount you are expected to pay. Then:  
  - Check box (a) if you agree to pay this amount.  
  - Check box (b) if you do not agree this amount. |
| **Question 4** | If you disagree with anything (such as order amount or paternity), check the box and explain why you disagree. |
| **Question 5** | Write in your address, phone numbers, and email address. This is very important. We will need this to call you to follow-up and help you avoid unexpected legal consequences. |
| **Signature and Mailing** | Write the date, print your name, and sign (you are the “Declaring”). Double-check that everything is correct. Remember to mail or bring the Answer form to San Joaquin County DCSS, 826 N. California St., Stockton, CA 95202 - we will file the answer with the court for you, or you can file the answer directly with the court. Make sure you respond when we call or email you. |

Questions you might have

*How did DCSS calculate this amount?*

The child support agency collected information about your wages to calculate how much both parents should pay. If they didn’t have any information, they assigned you an amount based on minimum wage at full-time. If you want to make changes, you should file an “Answer” form (FL-610) within the next 30 days and talk with the child support caseworker when they call you.

*Am I being sued?*

When a child support order is filed, it is a legal process. That is why the child support agency calls it a lawsuit. It does not mean that you broke the law.

*What if I’m not the parent?*

If your response indicating you are not the parent, we can schedule paternity testing. The test is quick, painless (a simple mouth swab), and can usually be scheduled at a convenient time for you. Genetic testing is free to you.

*What happens if my child support order goes into effect but I don’t pay?*

If you do not pay, you’ll face penalties such as having your driver’s license taken away, your passport denied, wage garnishment, liens, credit bureau reporting, and ultimately contempt of court.

Contact DCSS today to have your voice heard before your order is established!
Create Your Own!

Your office needs to....
Create an intervention that you would use to address <<insert topic>> ; create a visual aid
What about the Data???

• Take it away, Matt!
Georgia: How did Georgia increase voluntary acceptance of service by 8 percentage points?

SOURCE: MDRC calculations based on data from the Georgia Division of Child Support Services.

NOTE: Statistical significance levels are indicated as: *** = 1 percent; ** = 5 percent; * = 10 percent.

Results from a Randomized Controlled Trial

Percentage of Noncustodial Parents with Service Completed in the Office

- Intervention Group: 23.3%
- Control Group: 15.1%

8.2***
READ THIS FIRST.

Hello David:

I want to work with you to make sure your child support amount is correct and fair. Act Now!

I am sending you these documents because you have been named parent of [CHILD1, CHILD2, CHILD3] on a child support case.

- Your proposed child support amount is $XXX/month
- This amount is based on your monthly income of $X,XXX.

Take the next 3 steps:

1. Look at your proposed child support amount: $XXX/month.
   *This is the amount you will be required to pay each month if you do not respond. Does this look correct?

2. Review pages 2-3 to make sure the information we used is correct.
   *This includes income, health care, daycare, and some other expenses.

3. Call your DCS caseworker.
   1-800-442-KIDS
   *Help me take your life circumstances into account and talk about the next steps in the process. You can also dispute your proposed order amount.

It’s easy to reach me directly. Have your case number ready!
Your DCS caseworker is: K. Smith
1-800-442-KIDS

If you do nothing

- By signing for this notice, a legal process has started.
- The process will move forward even if you don’t call, but it’s in your best interest to call me as soon as possible.
- This order will go into effect 20 days from the date you signed for this package. Call me today to have your voice heard.

Your Case # 12345

#WICSEC2018 1-800-442-KIDS
Vermont: Resolution Meetings

- Both parents participated: 34.7% Intervention, 26.3% Control
- % of Stipulations: 23.7% Intervention, 12.4% Control
- % of Dismissed/Not filed: 14% Intervention, 3.7% Control

* Both parents participated.
Texas: Initial Payments

Figure 3. Percentages of Parents Who Made Payments on Study Orders in Each Month After Order Establishment

<table>
<thead>
<tr>
<th>Month After Order Establishment</th>
<th>Intervention Group</th>
<th>Control Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month 1</td>
<td>61.4%</td>
<td>56.5%</td>
</tr>
<tr>
<td>Month 2</td>
<td>68.5%</td>
<td>69.6%</td>
</tr>
<tr>
<td>Month 3</td>
<td>68.8%</td>
<td>67.8%</td>
</tr>
</tbody>
</table>

4.9*

SOURCE: MDRC calculations based on administrative data from the Texas Office of the Attorney General.

NOTES: Results in this figure are regression-adjusted, controlling for pre-random assignment characteristics. Statistical significance levels are indicated as: *** = 1 percent; ** = 5 percent; * = 10 percent.
Colorado: Initial Payments
Ohio: Modifications

Figure 6. Franklin County Test 2 Results

<table>
<thead>
<tr>
<th>Action completed</th>
<th>Intervention Group</th>
<th>Control Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paperwork returned</td>
<td>58.3%</td>
<td>41.9%</td>
</tr>
<tr>
<td>Review completed</td>
<td>63.5%</td>
<td>48.4%</td>
</tr>
</tbody>
</table>

Figure 3. Cuyahoga County Test 1 Results

<table>
<thead>
<tr>
<th>Action completed</th>
<th>Intervention Group</th>
<th>Control Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review scheduled</td>
<td>97.0%</td>
<td>49.0%</td>
</tr>
<tr>
<td>Affidavit returned</td>
<td>40.7%</td>
<td>29.4%</td>
</tr>
<tr>
<td>Review completed</td>
<td>44.0%</td>
<td>31.6%</td>
</tr>
</tbody>
</table>
BICS Community:

- Additional pilots happening
- Integrating behavioral economics
- Peer sites
- BICS Repository
BICS Reports:

- Georgia final brief is available now
- Other site specific briefs out within the next year.
- Final BICS report: ETA late 2019
- Find reports on the OCSE and MDRC websites
Questions???

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