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Vermont Behavioral Interventions for
Child Support Services



Resolution Meetings Study

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Veritas HHS

Process

Broad Goals

Increase child support collected.

Improve parent perception of child support.

Reduce past due child support

Diagnosis

Data Analysis

Process Mapping

Focus groups and interviews with:

Child Support Staff
Court Staff
Parents

Observations

Steering Committee decisions.....

- Is this something that OCS wants to take on?
- Are there statutes that need to be changed?
- Should there be pilot regions/areas and where?
- Messaging to Stakeholders – building buy-in.

Design Team

Members

Staff from each type of position.

Behavioral experts.

Management representation

Legal expertise



Tasks

Review process maps.

Intervention design (whose included, letters, scripts).

Identify and assist with Training

Communication liaisons with other staff in their location.

Key Aspects.....

- ❖ Included 3 counties
- ❖ Resolution Meeting replaced the 1st meeting historically held with the custodial parent.
- ❖ OCS - staff run
- ❖ Both parents are invited
- ❖ February, 2016 thru January 6, 2018

New Invitation Packet ...

- ❖ Behaviorally informed letters.
- ❖ Transparent process.
- ❖ Map and calendar included.
- ❖ Genetic Testing Info Sheet (if applicable)
- ❖ Large mailing envelope to gather documents for the meeting.

Control Process

Non-custodial parent

- Letter to Non-custodial parent notifying case open.
- NCP served by court when Court Case Manager conference (CMC) set.

Custodial Parent

- Invited in for appointment
- Financial affidavit completed.
- Court filing completed by CP and OCS
- Submitted to the court.

Both parents

- Court Case Manager Conference set. (4 weeks out)
- CMC held
- If no agreement, Hearing scheduled.

Treatment Process

Both
parents

- Invited in for appointment
- Financial affidavits and court filing completed by parents with OCS.
- If in agreement, signed stipulation submitted to the court for approval.
- No service of process needed if both parents attend and accept First Class mail service.
- If no agreement, court schedules for CMC or hearing.

Resolution Meeting

Focused on fairness and involvement rather than the meeting outcome.

Reduce cognitive overload by helping with forms.

Multiple opportunities for questions.

Explain what to expect.

Implementation

Weekly check-ins.

Open to all regional staff participating in the intervention.

Discussed challenging cases.

Get input on possible changes/opportunities.

Early alert to any regional challenges.

Observations

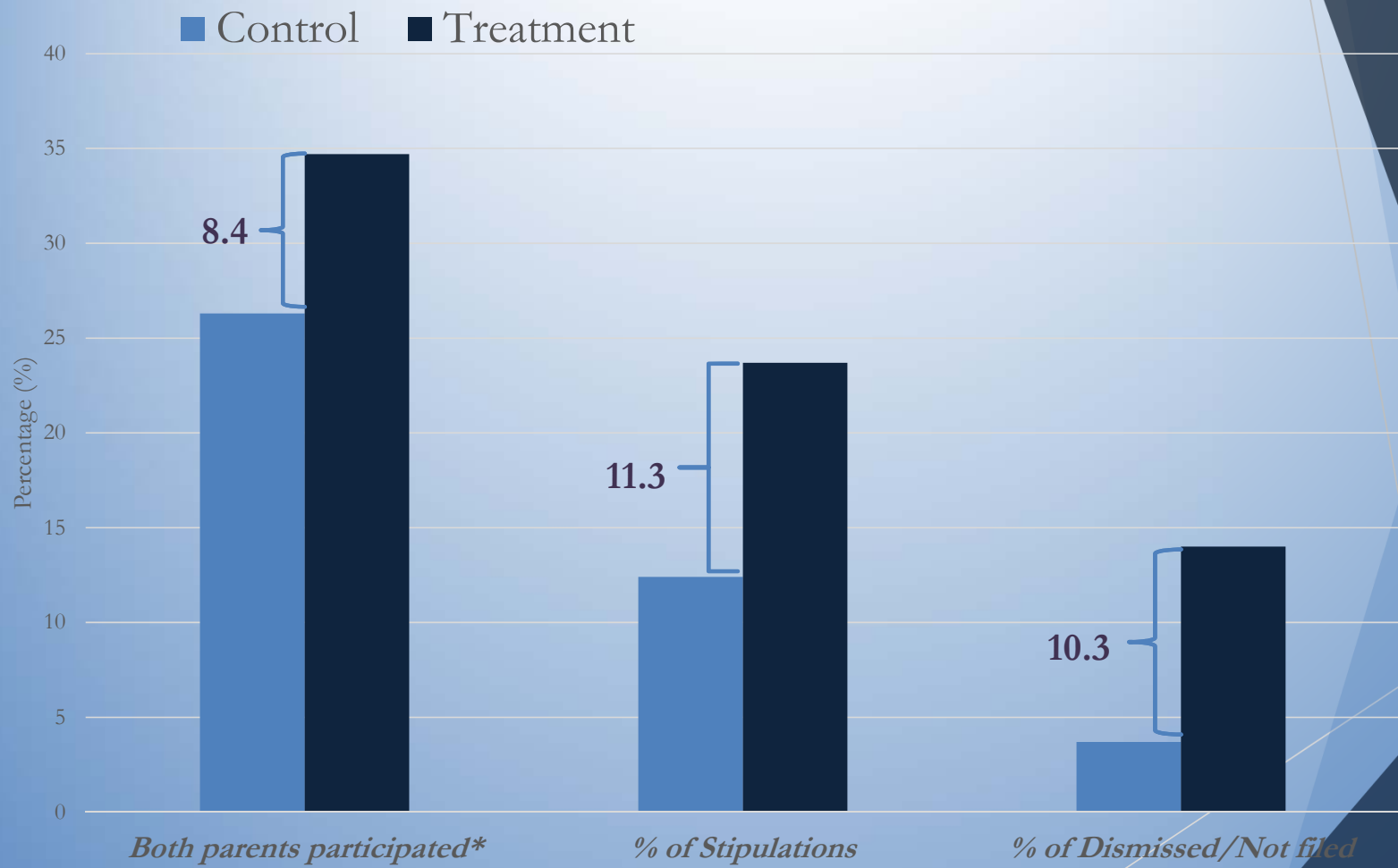
Identify areas for improvement.

Monitoring

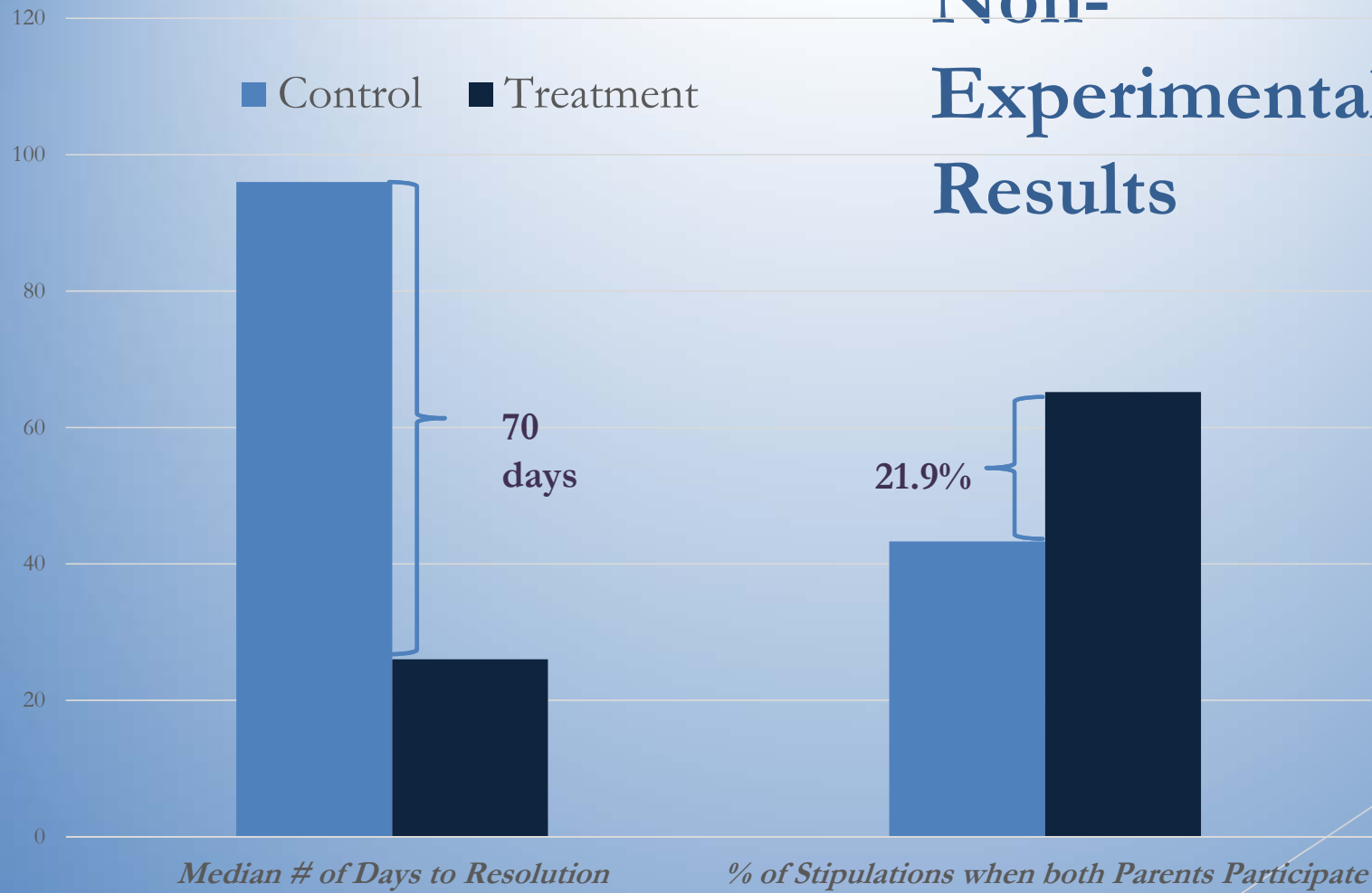
Review quality control reports.

Provided regularly to the staff doing the work.

Early Results



Non- Experimental Results



After meeting survey results..

The meeting was helpful to me.

❖ **95.9% Agree or Strongly Agree**

The Child Support Specialist did not choose a side.

❖ **98.4% - Agree or Strongly Agree**

The resolution meeting was fair.

❖ **95.6% Agree or Strongly Agree**

What worked well.....

- ❖ Including front line staff from the beginning of the project and throughout.
- ❖ Starting with data analysis. Identified areas for clean up prior to implementing.
- ❖ Ability to adapt through the process.
- ❖ Training to kick off concepts.
- ❖ Resolution Meeting observations.
- ❖ Meetings with stakeholders and parents.
- ❖ Investing in analyzing outcomes.
- ❖ Pilot regions became champions for the change.

Pain Points....

- ❖ Weight given to internal staff vs. court staff in decision making.
- ❖ Initial communication with Courts on data findings.
- ❖ Because of RCT limitations, missed opportunity for strength based approach with staff.
- ❖ Having to wait for data.

Lessons Learned....

- ❖ Determine and agree on weight given to each group of stakeholders ensuring those impacted most feel heard, if possible.
- ❖ Communicate the goal and explain diagnosis first before stating the issue to create a common understanding with ALL stakeholders.
- ❖ Be inclusive when determining the best fit for a task. Ex. Having different levels of staff in different regions doing the resolution meetings.
- ❖ Work the process all the way to the end.
- ❖ Build in QC from the beginning.

Questions?

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