



ERICSA

The logo features the word "ERICSA" in a bold, white, sans-serif font inside a teal, rounded rectangular sign with a white border. The sign is mounted on two teal poles. Behind the sign are two orange triangular road signs pointing upwards. The background consists of a light blue sky with white clouds and a green rolling hill with a grey road winding through it.

On the Road Again

**A
VIRTUAL
ROAD
TRIP**

MAY 24 - 26, 2021

Thank you to our sponsor!

Deloitte.



WorkSearch

Not Just Seeking Employment

Work Search is not just seeking employment. Child Support Enforcement and social work have become a united front. Work programs need a group of people or organizations that join together to achieve a shared goal. Collaboration is needed to raise awareness, make appropriate referrals and establish cross-program training. This session will discuss community resources and partners as well as training for your staff to help your work program succeed in this ever changing clientele who seek our services.

Carla Smith, Director, Crawford County DRS
Meadville, PA



1996-2004

- Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA)
- Welfare to work
 - Job Search/Paid Placement

2011

- Turner V Rogers (U.S Supreme Court Case)
 - CareerLink/Temp agencies
 - PA R.C.P 1910.19 (f)/Ability to Pay

2015

- Disability Monitoring Program (DMP)

2019

- Transitional Work Search Program



Collaboration



Mental Health

GED
Instruction



Residential Treatment

Dental Clinic



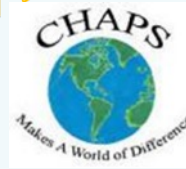
Utilities

Unemployment
Services



Center for
Family Services

Food Bank



Career Concepts



Housing Assistance

Soup
Kitchen



PA Work Wear



"Join the path to recovery"

CCDAEC
Crawford County Drug & Alcohol Executive Commission, Inc.



Thrift store



MAY 24 - 26, 2021

Disability Benefits



Crawford County Community Council

From MRS. THELMA
ADDLEMAN

Western Crawford County Community Council was organized in 1959 to bring together health and social agencies to solve problems created by the movement of families from redevelopment areas.

The purpose of the council is to improve the quality of social and health services in the area and better the relationship of those services to the area's needs through cooperative planning of health, welfare and recreation activities.

In 1960 the council appointed a committee to study the possibility of establishing a sheltered workshop in the county. This led to the establishment of Vallonia Industries.

In 1964 the council helped create the Crawford County Community Action Association, one of the first such agencies founded in the state.

Because the council's work extended to all parts of the county, the name was changed to Crawford County Community Council in 1968.

The council sponsored a county health fair for several years, until the responsibility was assumed by another organization. It published a directory of agencies which now is being done by the CCCAA. The latest project was compiling an agency services survey in conjunction with United Way.

1959

"The purpose of council is to improve the quality of social and health services in the area and better the relationship of those services to the area's needs through cooperative planning of health, welfare, and recreation activities."

1964

....the council helped create the Crawford County Community Action Association, one of the first such agencies founded in the state."



Community Outreach



Center for Family Services
Beloved Community Fair
Job Fairs
Little Libraries
Baby Baskets



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Cross Training Staff



Awareness and Support for Reducing Opioid Misuse

Mental Health Is Public Health

Mental Health First Aid

SBIRT Champion Training

Anti-Stigma Presentation

Offender Employment Specialist Training

Family to Family Education

Diversity in Communication

Medical Marijuana in the Workplace

Generational Diversity



Re-Entry Program

SCI Albion

Medium Security

Men Only

Population 2140 Capacity 2229*

SCI Cambridge Springs

Medium Security

Women Only

Population 869 Capacity 1137*

Crawford County Correctional Facility

Medium Security

Men and Women

Population 169 Capacity 282**

*As of January 31, 2021



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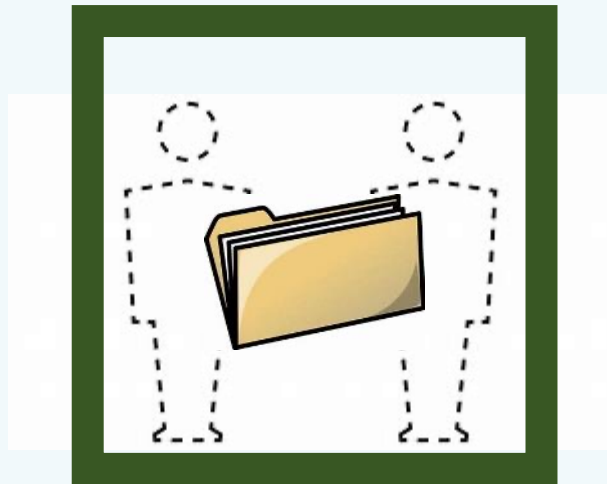
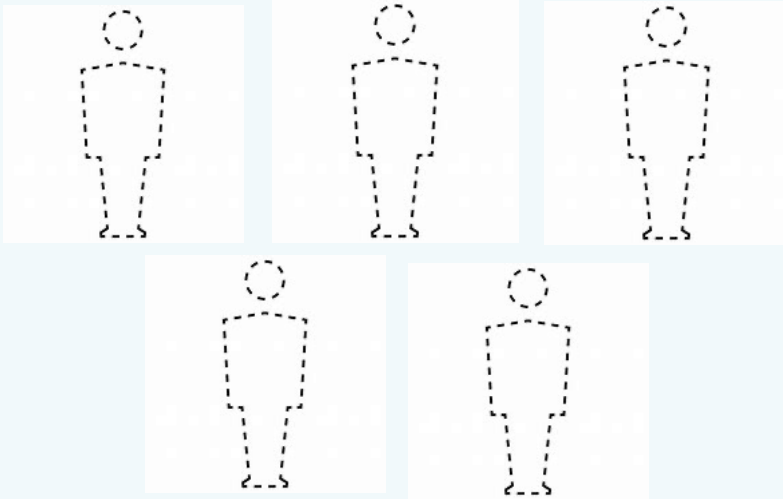
Re-entry Program

ARMS Program

Assisted Re-entry for Maximum Success

Est. in December 2019

7 participants



**HOUSING
UTILITIES
BUDGETING
ID CARDS
SSA CARDS
DHS BENEFITS**

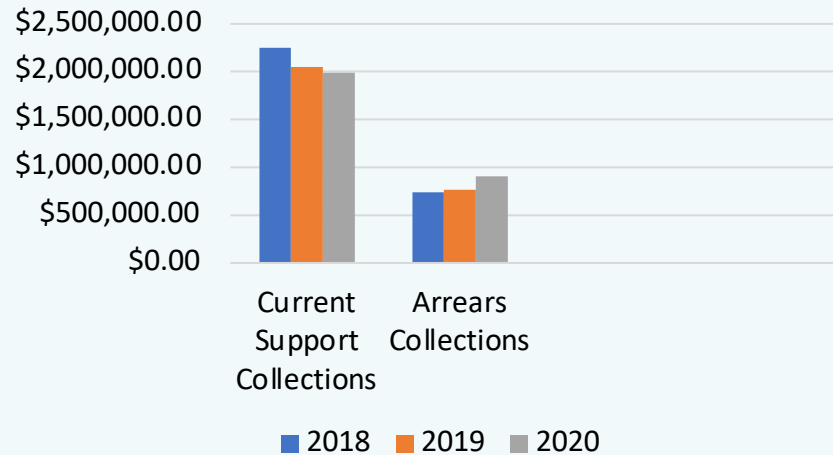


Center For
Family Services

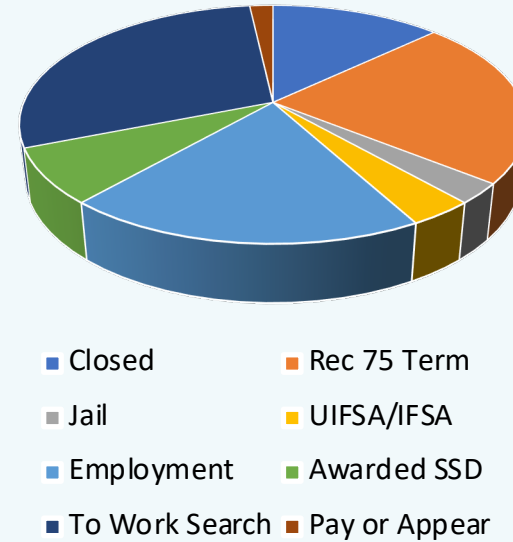


Is it working?

Combined Work Search Collections



DMP Total Cases 608



Transitional Work Search

19 Defendants
7 Visits by Career Link while incarcerated
1 Visit by worker in Rehab
4 Working/Pay or Appear
6 Successes



**Data as of 03/08/21



MAY 24 - 26, 2021

References/Contact Info

PRWORA-Personal Responsibility and Work Opportunity Reconciliation Act

<https://www.congress.gov/104/plaws/publ193/PLAW-104publ193.pdf>

Turner V Rogers

<https://www.acf.hhs.gov/css/policy-guidance/turner-v-rogers-guidance>

OCSE Child Support Report-September 2019, April/May 2020, April 2021

<https://www.acf.hhs.gov/css/newsletter-sign-up>

PA Department of Human Services-March 3, 2021 announcement "AID in PA"

<https://aidinpa.org/>

PA Department of Corrections-Reentry Fair

<https://www.cor.pa.gov/community-reentry/Pages/Reentry.aspx>

Community Council

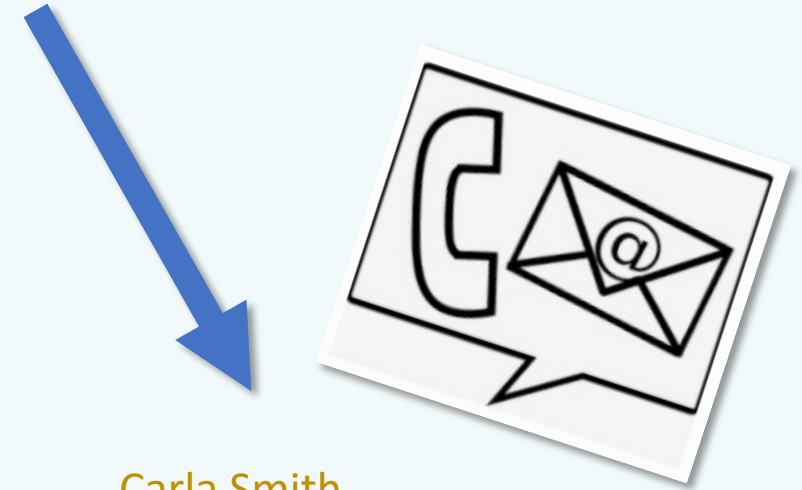
<https://www.facebook.com/groups/285556488212173>

Center for Family Services

<https://www.ctrforfamilyservices.org/>

PACSETI-Pennsylvania Child Support Training Institute (Penn State University)

<https://pacseti.psu.edu/>



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Worksearch - Not Just Seeking Employment!

Maryland Department of Human Services Child Support Administration



May 26, 2021



Maryland's Whole Family Approach to Employment

Two-Generation Approach (2Gen)

Workforce Development (TANF Programs)

Noncustodial Parent Employment Programs (NPEP)

(Child Support / TANF Partnership)

- Baltimore City Legislative Mandate

- Local TANF / Child Support NPEP

- Local Child Support Employment & Training / Fatherhood Programs

Maryland Total Human-Services Integrated Network (MD THINK)



Maryland's Whole Family Approach

2Gen is an approach to serving customers that coordinates systems, programs, and services to result in the economic stability and well-being of their whole family.



Partnerships

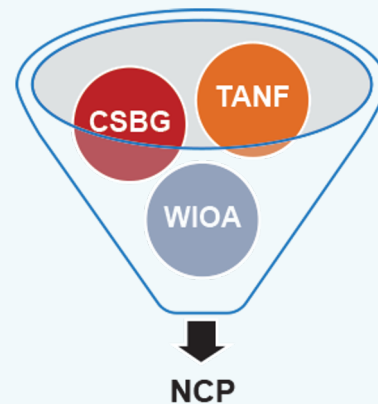
Partnerships include:

- Maryland Family Investment Administration
- Department of Social Services
- Maryland Department of Labor, Licensing and Regulation
- Baltimore City Mayor's Office of Employment Development
- Maryland Governor's Workforce Development Board
- Circuit Court
- Local Community Leaders



Broad Access to the Workforce System

- Maryland observes a combined TANF-WIOA (Workforce Innovation and Opportunity Act) Plan- This gives NCPs access to a broad range of resources beyond TANF. NCPs may access any of the resources in the broader workforce development system
- While TANF is state administered in Maryland, workforce development programs are managed through local jurisdictions. Each local may opt to create programs unique to NCPs



Noncustodial Parent Employment Programs (NPEP)



What is STEP Up?

- Legislative mandate implemented October 1, 2016
- Offers employment services (including certification training and job placement), referrals to services to assist in removing barriers to employment (e.g. child care, substance abuse treatment, education, transportation) and intensive case management.

Who is Eligible?

- All noncustodial parents that have a Baltimore City child support case, and are unemployed or underemployed are eligible.
- Target Population: Baltimore City noncustodial parents with already established support orders as well as noncustodial parents in the establishment phase of child support services.



NPEP - Baltimore City



How does STEP Up Operate?

1. A needs assessment completed for all referrals and each case is reviewed for review and adjustment modification eligibility.
2. Development of individualized work plan and referral to an employment training program.
3. Case monitoring reviews at 30, 60, 90, and 180 days after the effective date of program participation.
4. Employment assistance services to include job skills assessment; job skills training; career counseling; job placement, and assistance with employment related needs such as clothing and child care.
5. Compliant participants can earn cancellation of permanently assigned state arrears.



NPEP - Baltimore City

- Maryland Child Support Administration
- Maryland Family Investment Administration
- Baltimore City Department of Social Services
- Maryland Department of Labor
- Baltimore City Mayor's Office of Employment Development
- Maryland Governor's Workforce Development Board
- Baltimore City Local Workforce Development Board
- Baltimore City Circuit Court
- Local community leaders
- Center for Urban Families (CFUF)



NPEP - Young Father's Employment Programs



- Winning Fathers Program (Baltimore County)
- Parents as Partners (Caroline County)
- Young Fathers Employment Program (Talbot County)
- Parents as Partners (Somerset County)

The overall goals are to increase parental involvement through parental skill development; assist with barriers to employment; and promote and increase the payment of child support



NPEP - Regional Employment Programs



- County Alliance Program for Employment (CAPE);
(Washington County)
- Re-engaging Individuals through Successful Employment (RISE);
(Mid-Shore Counties)
- Noncustodial Parent Employment and Training (NETworks);
(Wicomico, Worcester, and Somerset Counties)
- Community College of Baltimore County Job Network
(Baltimore County)
- Employment services to noncustodial parents with child support cases using a regional approach to leverage needed resources.
- Annual application process.
 - Provide employment services that includes placement & retention
 - Letter of support from local workforce development board strongly encouraged



Overall Program Goals

- Increase parental involvement through parental skill development;
- Assist with barriers to employment; and
- Promote and increase the payment of child support.



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Using TANF for Noncustodial Parent Employment Programs

- The purpose of this initiative is to operate a program in each local jurisdiction that provides unemployed noncustodial parents assistance in obtaining employment that would enable them to achieve economic self-sufficiency and meet their child support obligation.
- Employment services and related job readiness training are provided using the same resources available to custodial parents as part of the Welfare to Work program.



Program Eligibility

- A noncustodial parent of a child who is receiving services under Title IV–D of the Federal Social Security Act;
- Unable to meet a child support obligation due to the noncustodial parent's unemployment or underemployment;
- Able to work;
- NCP has an active TANF , former-TANF or never-TANF case; and
- NCP is currently under order to pay support and is in arrears.



Program Requirements

The program must include:

- The issuance of a court order;
- An initial assessment;
- Execution of a consent agreement between the noncustodial parent and CSA;
- Employment assistance services;
- Referrals to other appropriate support services;
- Intensive case management, and
- Strict enforcement procedures for noncompliance with program requirements.



Program Services

- Curriculum Sessions
- Skills Workshops
- Case Management
- Job skills assessment
- Job search guidance and assistance
- Job skills placement
- Career counseling
- Referrals to educational programs and other employment related needs



Participation Agreement

- Participation in NPEP may be court ordered or voluntary.
- If participation is voluntary, the CS agency shall prepare an agreement to be signed by the NCP that provides for the conditions of participation and the consequences, if any, for failure to complete program activities.
- The CS agency shall require the NCP that to sign a form to allow personal information, including the NCP's SSN, to be shared with the employment service providers so that the case may be properly tracked.



Enforcement Activities While NCP in NPEP

- The CS agency may suspend certain enforcement activities during the NCP's participation in the NPEP program.
- The CS agency may delay contempt action pending successful completion of the program by the NCP who volunteers to participate in the program.
- Professional or driver's license suspension may be delayed or, in cases where suspension has occurred, the license may be restored if lack of the license would be an impediment to participation in the program or obtaining employment.
- Treasury Offset Program's (TOP) federal tax refund and administrative offset, State tax refund intercept, or State lottery intercept, **may not** be suspended even when the NCP successfully participates in the program.



Tracking

Once the referral is made the automated system is updated to track the NCP's status in the program, including:

- Enrollment Date – Date the NCP was enrolled in a program
- Completion Date – Date the NCP completed the program and/or became employed
- Not Completed – NCP failed to complete the program



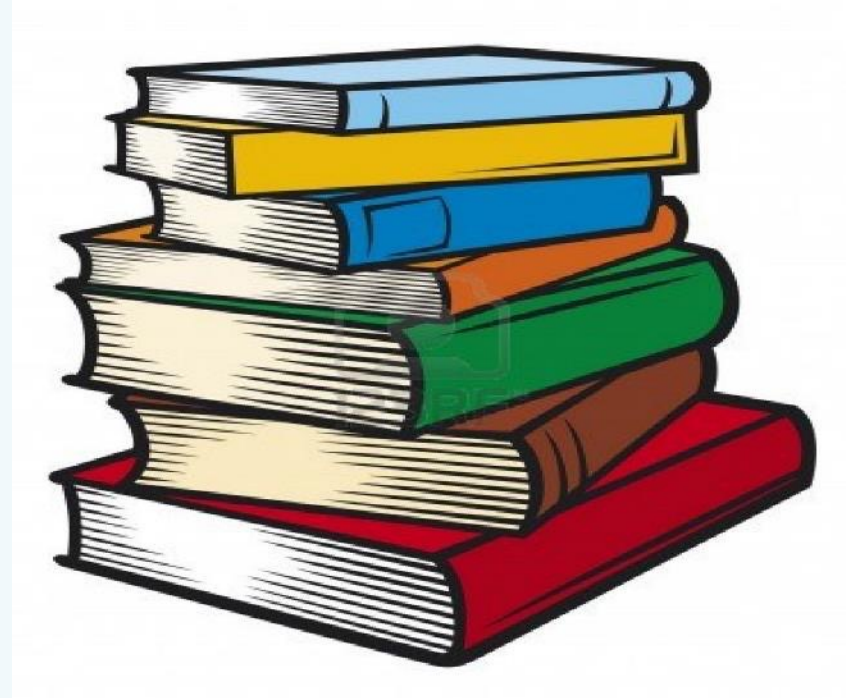
Lessons Learned / Forward Thinking

- **Partnership Requires**

- Time
- Patience
- Education & Understanding
- Continuous Improvement

- **Opportunities**

- Funding
- Eligibility & Referral



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Child Support Services

*Engaging and Employing Parents
Kenosha County, Wisconsin*



Child Support Services Work Search Evolution

Wisconsin's Children First Program established in 1994

- Opportunities for parents to obtain employment and avoid incarceration

Service model characteristics

- Court ordered/non-voluntary
- Employment and parenting resources
- 16 weeks
- Self directed work search



Child Support Services Work Search Evolution

National Child Support Non-Custodial Parent Employment
Demonstration Program Grants (CSPED) 2012

Wisconsin's ***Supporting Parents Supporting Kids***

- Culture change
- Intensive enhanced case management
- Employment services
- Parenting services
- Domestic violence protections
- Incentives and work supports



CSPED Evaluation



10,000 parent volunteers in 8 states

Random assignment to intervention or control

Who were our customers?

- 68% with criminal records
- 69% had at most a high school education
- 28% reported depression
- 55.2% worked in the month prior and earnings were below the poverty threshold

Study Link: <https://www.irp.wisc.edu/research/child-support/csped-old/>



Key Outcomes



CSPED Study Findings

- *Increased satisfaction with child support services and increased sense of responsibility for children*
- *Decreased use of harsh discipline*

Local Experience

- *Over 5 years, current support and arrears collections increased by 7.67% and 7.88%*
 - *Right-sized orders*
 - *Intervention side effects*
 - *More cases closed due to increased communication*
 - *Economy improved*





Next Generation

ELEVATE

Empowering Lives through Education,
Vocational Assessment, Training
and Employment

- Service expansion to 5 Wisconsin counties
- University of Wisconsin Institute for Research on Poverty evaluation
- Five-year section 1115 waiver to use IV-D funds for employment related activities
- Recruitment goals 2019 – 2024 = 2,100 parents





ELEVATE Project Goals

Underlying Goal: Increase parent compliance with child support orders

Strategic Goal: Increase parent participation in the workforce

Operational Goal: Shift child support culture from traditionally enforcement focused to a more supportive and engaging approach to paying parent

Social Goal: Increase parent engagement in the lives of their children as a means to increase family social and economic well-being



What Works



Seek out community partners and develop relationships

Discuss mutual customer and program needs

Develop a referral process

Create navigators, universal referral forms, and combined staff development opportunities

Promote each other's services

Track referral outcomes and staff cases





Join us via Facebook LIVE to learn about services in Kenosha County for food assistance programs, pantry information and rental assistance.

<https://www.facebook.com/UnitedWayKenosha/>

January 28 Presentations by:

**Racine Kenosha Community
Action Agency**
Senior Food Programs, WIC
and more

**Kenosha Food Bank &
Kenosha County Job Center**
Meal programs and food pantries

**Kenosha Human
Development Services**
Rental and Housing Assistance

Upcoming Series and Dates TBA:

February
Kenosha County Job Center
Programs and Services

March
Kenosha County Health Center and ADRC
Health Awareness
(including Mental Health)

April
Kenosha Financial Education Network
Financial Literacy

For more information about programs and services in our community dial 2-1-1
or visit www.kenoshaunitedway.org or ESNKenosha.org



Key Customer Needs and Community Partners

EMPLOYMENT – Workforce Innovation and Opportunity Act (WIOA), American Job Centers, TANF, Department of Vocational Resources, Food Share Employment and Training (FSET)

HEALTHCARE – Medicaid, community health care centers

MENTAL HEALTH and AODA – Behavioral health services

HOUSING – TANF, homeless shelters, rental assistance programs

FOOD – SNAP, WIC, community pantries and meal programs

EDUCATION AND UPSKILLING – WIOA and FSET training, apprenticeships and certifications, GED/HSED, local colleges

LEGAL SERVICES – Pro bono legal services

RE-ENTRY – Jail Discharge Planner and Child Support Services outreach

VETERAN SERVICES



Keys to Successful Parent Engagement

Overcome potential mistrust of institutions

Use a whole person approach. Provide empathy, understanding and resources.

Use a Diversity, Equity and Inclusion (DEI) service lens

Be flexible

Encourage parent-child relationships and fatherhood groups

*Screen for domestic violence

Seek customer feedback



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Fatherhood Graduation



