



ERICSA

2022

**Jazzin' It Up
for Children
and Families**

New Orleans

May 22 – 26, 2022

**59TH ANNUAL
TRAINING CONFERENCE
& EXPOSITION**

Tear Down the Wall

**Breaking the "wall" between
Supervision and Child Support
Enforcement**



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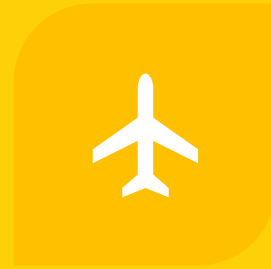
Discussion Points



HOW WE GOT
STARTED



USING ANALYTICS



MOVING FROM PILOT
TO POLICY



PROJECT RESULTS AND
PLANS FOR THE
FUTURE



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Overview of Child Support in New Jersey

- Department of Health and Human Services
 - Division of Family Development (DFD)
 - Title IV-D agency
 - SDU & Call Center
 - Admin remedies
- New Jersey Judiciary
 - Family
 - Finance
 - Probation



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Overview of Child Support in New Jersey

- New Jersey
 - \$1,284,673,164 in FFY 2021
 - Over \$1 billion distributed to families
 - \$4,418.40 per case
 - 1 in 5 children in New Jersey are subject to a support order



Probation Supervision in New Jersey

- Areas
 - Adult
 - Juvenile
 - ISP/JISP
 - Recovery Court
 - Interstate Compact
 - Mental Health
- Total Cases:
 - 240,000



Updating Probation's Philosophies

Movement to EOBS

Bail Reform

Judiciary Opportunities to Build
Success (JOBS)

Mental Health



Incorporating the New Philosophies into CSE

- 2018 - The challenge is issued
 - How do we treat all probation clients more “holistically” ?
- The 3 commandments
 - DDD – Data, Drives Decisions
 - Results not activities
 - Don’t be the broken spoke on the wheel of progress



Trust the Process



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Brainstorming Sessions

- Nothing is off the table, but it must be obtainable
- Must have data/metrics we can track
- Narrowing the focus
- Naysayers



Identifying Roadblocks

- Obtaining Data
 - Who “owns” it
 - What rules govern the data
- Changes to
 - Systems
 - Policies
 - Business Practices



Implementation

- Training
- Messaging
- Field Support
- Feedback



Review

- Did we accomplish what we set out to do?
- Where any of the results unexpected?
- What do we need to tweak?
- Equity Impact Analysis



Our Project to Break the Wall



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Brainstorming

- How do we treat all probation clients more “holistically” ?
- Project had to benefit clients and;
 - Increase collections or;
 - Increase ease of use for clients and/or staff



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Brainstorming continued

- How many clients are the subject of both a child support case and an active supervision case?
- What services or changes can we make to better serve that population?



Probation Supervision

- Standard Condition of Probation
 - You shall support your dependents and meet your family responsibilities
- Discussed with Chief Probation Officers
 - How are you doing this currently?



Child Support Enforcement

- Are we engaging clients regarding their other requirements from the court?
- If they are on Probation, what are their conditions?
 - Reporting
 - Testing
 - Demographics
 - Employment
 - etc.



Gathering Data

- How many cases/clients are we talking about?
 - Is it reasonable to start with everyone or a portion?
- What are the current measurables?
 - How do they compare to other measurables
 - Are both sides collecting the same data?
 - Is it even in the same format?



Gathering Data

What we needed

- Needed a full case list of all support cases
 - All cases currently in enforcement
 - All cases currently in family awaiting hearings
 - IV-D and Non-IV-D?
- Needed a full case list of Supervision cases
 - All 6 sub-areas
 - Active vs monitoring?



Gathering Data

Challenges

- IV-D cases
 - Full list of cases
 - IV-D vs Non-IV-D
 - Arrears Only vs Billing
 - Where would it be saved
 - Who can see it
 - Data Security vs Pub 1075



Gathering Data

Challenges

- Supervision Cases
 - Full list of cases
 - Active vs Collections Only
 - Who can see it
 - Mental Health Cases
 - Drug Expungements
 - Juveniles
 - Data security



Gathering Data

Challenges

- Technology
 - Using 30+ year mainframes
 - Different outputs for reports
 - Page Center
 - Excel
 - Data Contained in the reports
 - Physical Computer Limitations



Initial Data Set

- New Jersey has approximately 234,000 cases in child support enforcement
 - Approximately 850,000 members (CP, NCP, Dependents)
- Supervision has approximately 240,000 cases



Initial Data Set

- 23,351 child support cases had an NCP that is also on an active CAPS case
- 2,845 of Crossover cases have an active CSE bench warrant
- 1,611 of Crossover cases have an active CAPS warrant
- 313 of Crossover cases have both



Current Resources

- Only workers in Child Support have access to the NJKiDS system
 - System does have areas where probation information can be captured but there are no interfaces and use was limited
- Access to each other?
 - Smaller counties may share offices, but large counties may not even be in the same buildings let alone the same cities
- The underused “portal”
 - NJKiDS has a portal for non-IV-D staff



NJKiDS Portal

- Workers that do not have access to NJKIDS directly can request access to the NJKIDS portal
- The portal provides limited access
 - Is there a Child Support Case?
 - What is the amount ordered?
 - What are the arrears?
 - Is there an active bench warrant?
- Subject to the Child Support Data Security Policy issued annually



NJKiDS Portal

- Subject to the Child Support Data Security Policy issued annually
 - Submit NJKiDS Agency Portal Request form
 - Sign Child Support Data User and Confidentiality Agreement and View Data Security Web-Based Training (WBT)
 - Establish Learning Management System account
 - Establish Web Portal Account.
 - Conduct Searches on Web Portal



Document Library

Basic SSN SBI Number Case Number

Please fill out the First Name, Last name and D.O.B.

First Name:

Last Name:

D.O.B:

Search

Please search to pull case data.

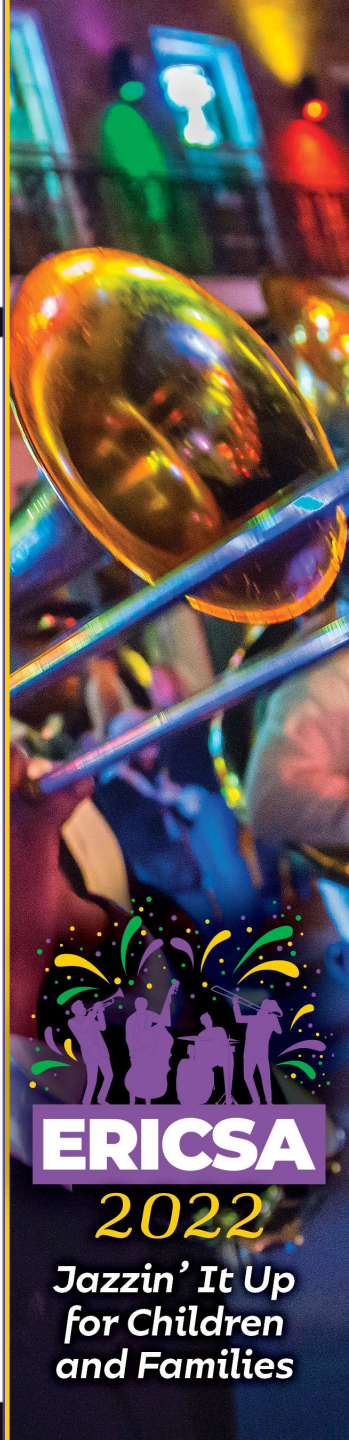
Dependants

[Obligations](#)

[Case IV-D Details](#)

[Hearings](#)

No Dependant Data Available



Basic SSN SBI Number Case Number

SSN: xxx-xx-xxxx

Search

Your query returned the following cases, please select one of the following to continue.

[Close](#)

Please search to pull ca

Dependants

[Obligation](#)

Case ID #	Details		
CS12345678A	NCP : SMITH, JAMES	- CP : SMITH, JANE	Select
CS23456789B	NCP : SMITH, JAMES	- CP : DOE, JANE	Select
CS34567890C	NCP : SMITH, JAMES	- CP : SMITH, JENNIFER	Select

No Dependant Data Available



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Basic

SSN

SBI Number

Case Number

SSN:

XXX-XX-XXXX

Search

Case ID: CS12345678A

[Dependants](#)

[Obligations](#)

[Case IV-D Details](#)

[Hearings](#)

Date	Time	Proceeding Type	County	Location
Jun. 01, 2018	0900 AM	2600-PROBATION CHILD SUPPORT ENFORCEMENT HEARING	04-CAMDEN COUNTY	CS HEARING ROOM

<< 1 >>



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Portal Limitations

- Domestic Violence
- System access
- Expiration
- Former Child Support workers
- Amount of data



Resources continued

- CAPS Access
 - Child Support Workers were not regularly given access
 - CAPS did have an “inquiry only” code
- CAPS Limitations
 - 30+ year mainframe
 - Not willing to update as a new system is being built
 - Also has protected data elements



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JISP
PBM0000

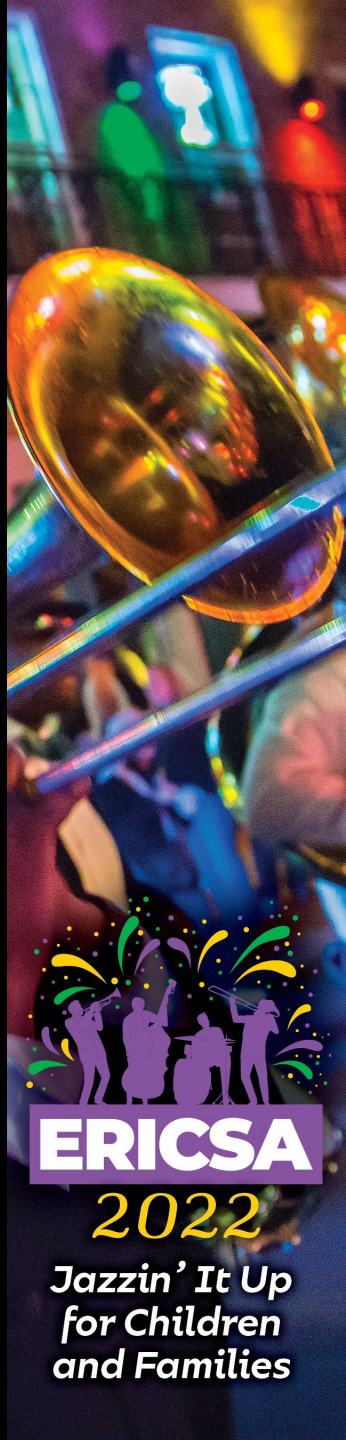
COMPREHENSIVE AUTOMATED PROBATION SYSTEM
MAIN MENU

02/13/2019
16:30

CLIENT ID :
CLIENT NAME:

- PF1 - INTAKE ENTRY
- PF2 - MODIFICATION ENTRY
- PF3 - SCHEDULING MENU
- PF4 - CASE BOOK ENTRY/INQUIRY/MAINTENANCE
- PF5 - CLASSIFICATION/CASE PLAN MENU
- PF6 - CLIENT TRANSFER MENU
- PF7 - COMMUNITY SERVICE MENU
- PF8 - COLLECTIONS MENU
- PF9 - SUPERVISOR MENU
- PF10 - MAINTENANCE MENU
- PF11 - INQUIRY MENU
- PF12 - CIVIL JUDGMENT(S)
- PF13 - TABLE MAINTENANCE
- PF15 - FACTS INTERFACE MENU
- PF16 - CEP MAIN MENU
- PF17 - USER FOCUS REPORTS MENU
- PF19 - EXPUNGEMENT PROCESS MENU
- PF20 - REFRESH

PB000007 PRESS CORRECT PF KEY TO PROCESS



SOMERSET
PBM2385

COMPREHENSIVE AUTOMATED PROBATION SYSTEM
CLIENT INQUIRY

08/11/2021
11:47

CLIENT NAME : CLIENT ID: STATUS:
CASELOAD: FACTS PARTY ID: DNA:

CURRENT: DOB: SSN:
ADDRESS: SBI: FBI:
: DL#:
MUN CD : ADDR TYPE: ALIEN REG #: PTM:
DISCH DATE: DISCH REASON: PHONE #:
CELL: EMAIL:

CLIENT CHARACTERISTICS

SEX: RACE: HGHT: WGHT:
EYE: HAIR: MARITAL ST: DEPENDANTS:
DCN: MILITARY ST: CUSTODIAL PARENT:

IDENTIFYING MARKS:

PRIM LANG : INTERPRETER : NOTICE LANG :

INDICATORS

WARR CD: WARR DT: CLIENT CL: RSN CD:
NO NOTICE REASON: ACCEPT CHECK: JAIL: RELEASE DATE:

PENDING COURT ACTION:

PF2-ALIASES PF3-MEDICAL INFO PF4-EMPLOYMENT PF5-ADDRESS PF6-EDUCATION



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Plan of attack

- Open lines of communication between the different Probation units to deliver a well-rounded approach when dealing with clients
- Areas to review
 - Intake
 - Policies
 - Training



Supervision Intake

- When a supervision client initially reports to the division from court to sign the rules and conditions of probation, a search is done in the NJKiDS portal to identify whether they have a child support obligation.
- When a case is identified as having a child support obligation, the DCN is entered into CAPS



Supervision Intake continued

- Those individuals placed on Probation who also have a child support obligation are assigned to a specialized officer
- If a client is placed in PTI, sentenced for a sexual-related offense, domestic violence offense, meets the criteria for the mental health caseload or is placed in Drug Court, they are assigned to the officers who handle those caseloads



Supervision's Role

- All officers in Supervision have access to the NJKiDS portal and are expected to verify that clients are meeting their child support obligation at each reporting session
- Each time an officer verifies a client's status with their child support obligation, either via the NJKiDS portal or Child Support staff, a "CSE" code is entered in the CAPS case notes



Supervision's Role continued

- Supervisors are required to include a review of the NJKiDS portal to ensure officers are appropriately addressing a client's child support obligation
- Supervision staff must communicate regularly on shared cases, particularly if there is new information received that would benefit each other.



Supervision's Role continued

- Communication is required between the units on those cases where information is not available on the NJKiDS portal (family violence indicator)
- For those clients who are required to create a monthly budget, the support obligations must be calculated into the budget



Child Support Intake

- When a new child support case is received from the Family Division, a search is done on CAPS to identify if they have an active supervision case.
- This question is also asked of the client at the time of the initial contact by child support enforcement
- When a case is identified as being on active supervision, the CAPS ID is entered into NJKiDS along with the officer's contact information



Child Support Enforcement's Role

- If the Child Support Unit is scheduling a Motion to Enforce Litigants Rights for failure to comply with a child support order, a CAPS search is done. If the individual is under active supervision, the officer is notified. In some cases, the supervising officer will serve the notice to appear
- In the event the Child Support Unit intends to issue a bench warrant for an individual's failure to comply with his/her child support order, a CAPS search is done. If the individual is under active supervision, the officer is notified



Child Support Enforcement's Role

- Child Support officers are required to review CAPS case notes for clients that are also on supervision
- Child Support Officers are also required to contact the client's supervision officer when a field visit or office visit is planned to discuss any issues with the support order or answer any questions the clients may have



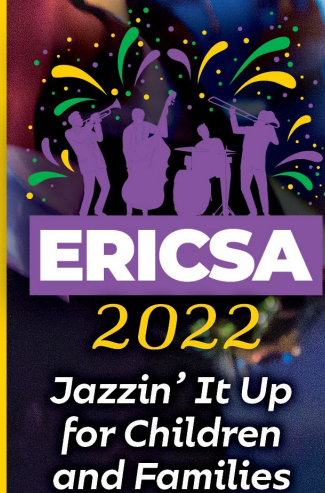
Training and Policy Updates

- Training

- Use of Field Staff
- Train the trainer
- Open conversations

- Policies

- Reviewed by the central office
 - Directives
 - Operation Guidance Memos
 - Child Support Enforcement Manual



Where to Start

- Approximately 24,000 cases in common
- In March 2018 we decided to start with a single unit in Probation, Intensive Supervision (ISP)
- Matched all 1,166 ISP participants against the NJKIDs case list
- 257 Participants matched representing 373 child support cases
 - The collection rate of those 373 cases was 63%
 - 164 of the 373 cases received a payment in 2017



ISP Pilot

- Over the next 6 months, the central office held multiple trainings for ISP staff.
- Train the trainers
 - Portal Usage
 - Terminology
 - Importance
- All ISP staff were given access to the portal
- ISP added the expectations that:
 - The portal be used during case reviews
 - During Client contacts ISP officers needed to discuss child support and the payment of support



ISP Pilot

- In September 2018, we again reviewed the 257 Participants and 373 child support cases
- During that six-month pilot:
 - The number of cases that received a payment went up from 164 to 284.
 - A 58% increase.
 - The collection percentage went from 63% to 75%.
 - A 12 % increase.



Pilot Expansion

- Due to the success of the ISP pilot, we wanted to ramp up the case size we were reviewing before potentially going statewide
- Vicinage 13 consists of 3 counties in New Jersey
- Results were very similar
 - Supervision cases now had a higher collection rate than regular cases
 - Also saw a significant increase in the number of cases receiving any type of payment



From Pilot to Policy

- In late 2019, Rashad Shabaka-Burns, Director of Probation Services, issued a memo requiring:
 - All supervision officers gain access to the portal and use it at intake and every case conference
 - All child support enforcement officers gain access to CAPS and use it at intake and every case review
 - Central Office to provide the necessary training to all staff
- Memo was a “place holder” until a full policy could proceed through the vetting process and officially become part of the CSE and Supervision Manuals



Statewide Results

- In early 2021 the backlog of the current 24,000 common cases was completed in the NJKiDS and CAPS systems
- Issues that delayed completion
 - Access to full reports
 - Data Entry Errors



Statewide Results

Before

- 10,500 cases were receiving at least 1 payment per year
 - 43%
- Collection rate was 65.3%

After

- 17,273 cases received a payment during the year
 - 72%
- Collection rate was 70.1%
- Currently 65% of the original 24,000 cases have the same amount of arrears or less than they did before the project



Current status

- As of 2022, Maintenance Mode
 - Quarterly Reports
 - Help catch new cases that may have been missed at intake
 - Collection Reports
 - Field Staff
 - Review with new employees
 - All policies and guidance have been updated and issued



Plans for the Future

- Replacing CAPS
 - Probation Case Management (PCM)
 - New Web Based System
 - New opportunities for interfacing
 - Child Support Page inside PCM
- Exploring interfaces
 - MOU's and DSA's
 - Batch updates
 - Web Service Calls



Plans for the Future

- Integrating JOBS
 - Clients ordered into employment on Supervision
- Mental Health Referrals
- Special Alerts
- Pre-Trial Intervention and Criminal Court



Plans for the Future

- Expanding the Program
 - Custodial Parents
 - Dependents
- Long term tracking
 - Did the benefits continue after the supervision ended?
- Updates to NJKiDS



Questions??



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