



ERICSA

1963 - 2023

A GEM 60 YEARS
IN THE MAKING

SAVANNAH

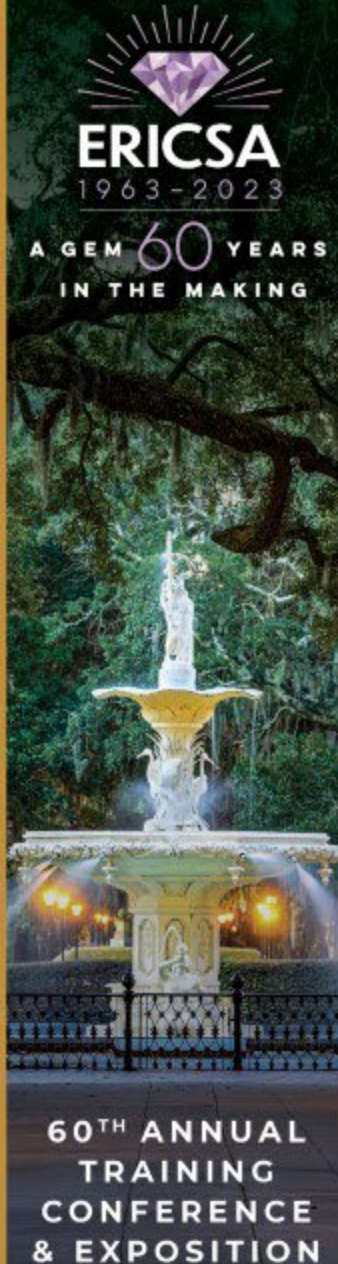
60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

WHOLE FAMILY APPROACH TO CHILD SUPPORT DELIVERY

Reimagining the Approach to Service Delivery and Program Evaluation

Supporting families is more than just meeting Federal
Performance Measures.



Breaking Down Barriers: Creating Better Outcomes Through Supportive Services

Michelle Cavicante

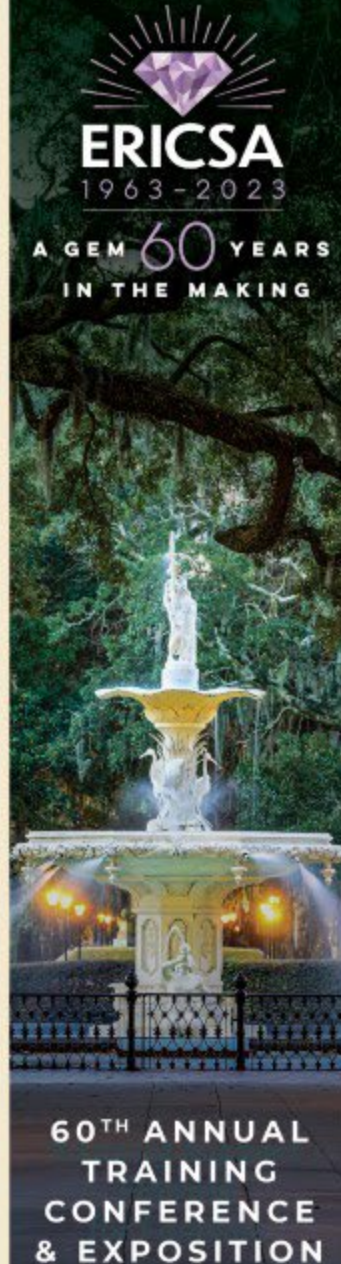
Virginia Division of Child Support Enforcement

Quality Assurance Manager/Organizational Change
Management Functional Co-Lead

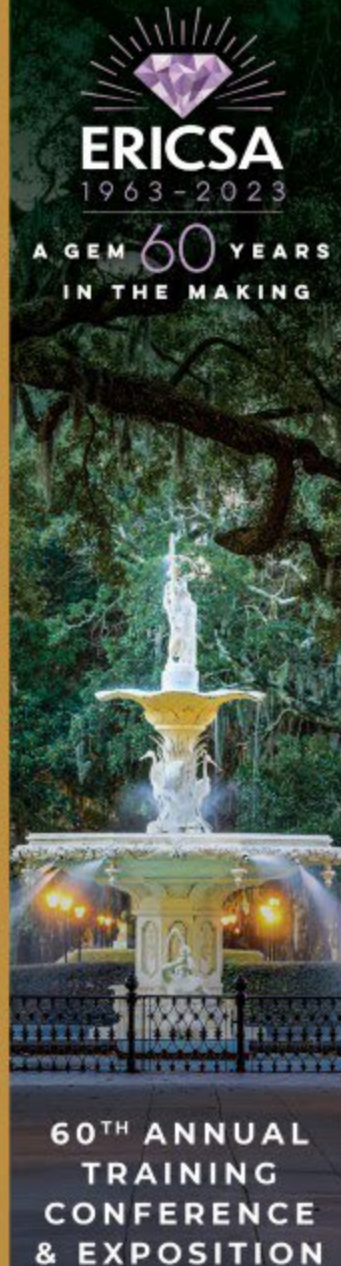


Our Purpose

- VDSS and DCSE Mission and Vision
- Core Values
 - People First
 - Commit To Excellence
 - Embrace Differences
 - Think Bigger
 - Win Together
- Strategic Goals

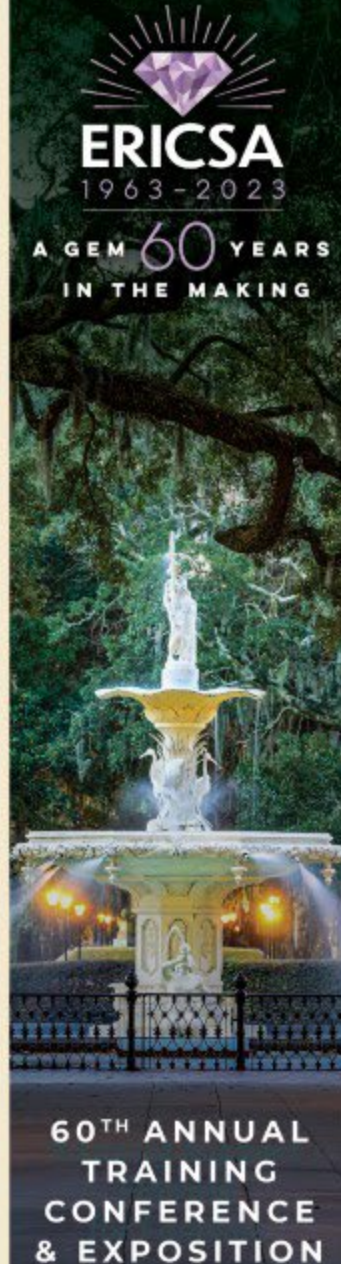


The Virginia Division of Child Support Enforcement (DCSE) engages families for success through the operation of programs that offer progressive, holistic, family-centered approaches that promote the well-being of children and better outcomes for the families they serve. Through collaboration with community partners and other governmental agencies, DCSE helps parents overcome barriers that inhibit their ability to provide the emotional and financial support their children need to grow and thrive



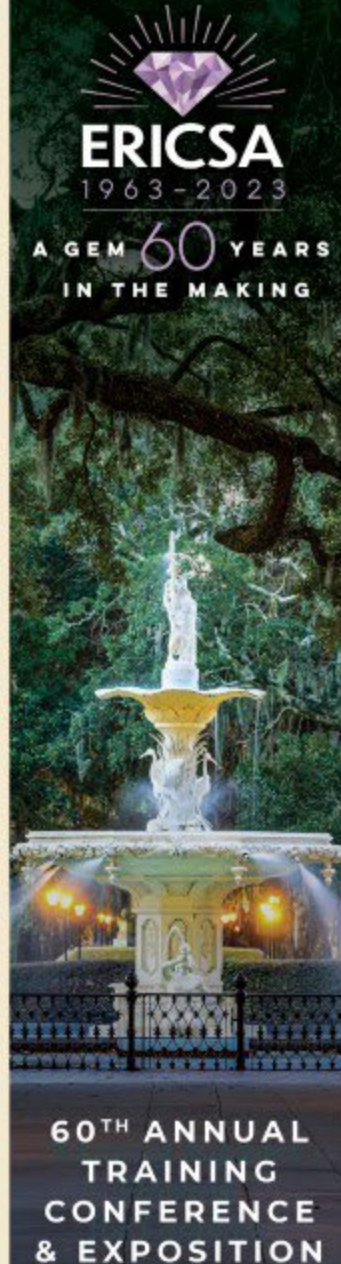
Breaking Down Barriers

- Procedural Justice-Informed Alternatives to Contempt
- Family Engagement Services
- Access and Visitation
- In-house Alternative Dispute Resolution Services
- Safe Access for Victims' Economic Security
- Organizational Change Management



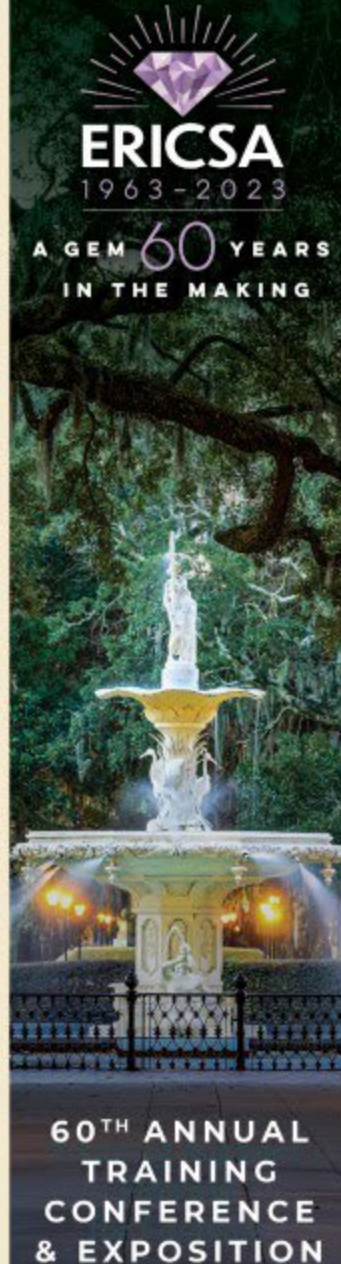
Procedural Justice-Informed Alternatives to Contempt (PJAC)

- Focus on whole-family approach
- Include both parties in conversations
 - Build trust
 - Establish positive relationships
 - Win for everyone
- Incorporates five principles: Helpfulness, Understanding, Respect, Voice, Neutrality
- PJAC training for staff
- Integrated into Family Engagement Services



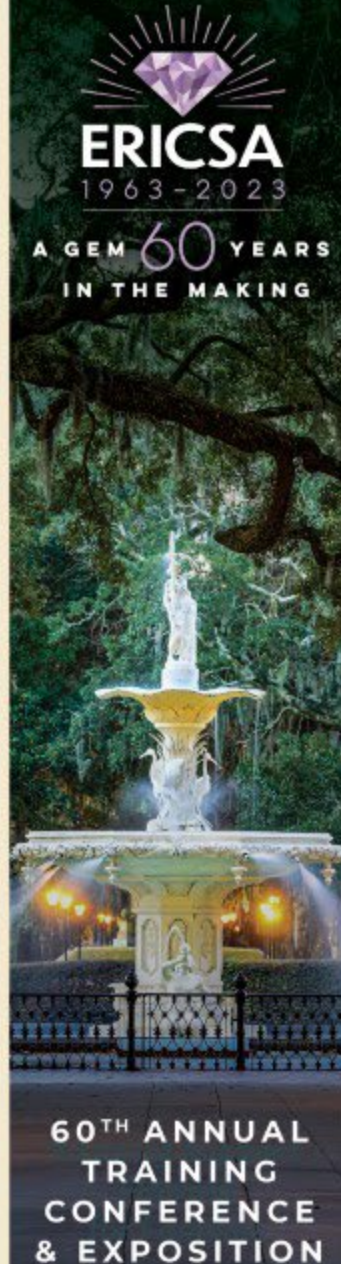
Family Engagement Services (FES)

- Statewide Family Engagement Team
- Personalized Case Plans
- Connect to Community Resources
 - Employment
 - Fatherhood Programs
 - Mental Health
 - Housing
 - Transportation
 - Department of Corrections
 - Food
 - Education
 - Training
 - Access and visitation



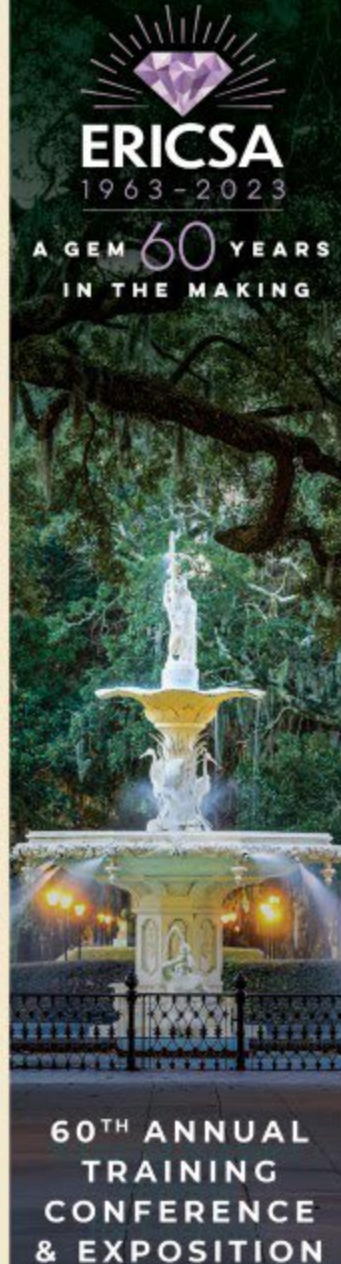
Family Engagement Services Goals

- Address parents' reasons for nonpayment
- Promote positive engagement
- Improve consistency of payments
- Reduce arrears
- Minimize need for continued enforcement actions and sanctions
- Minimize need for contempt actions



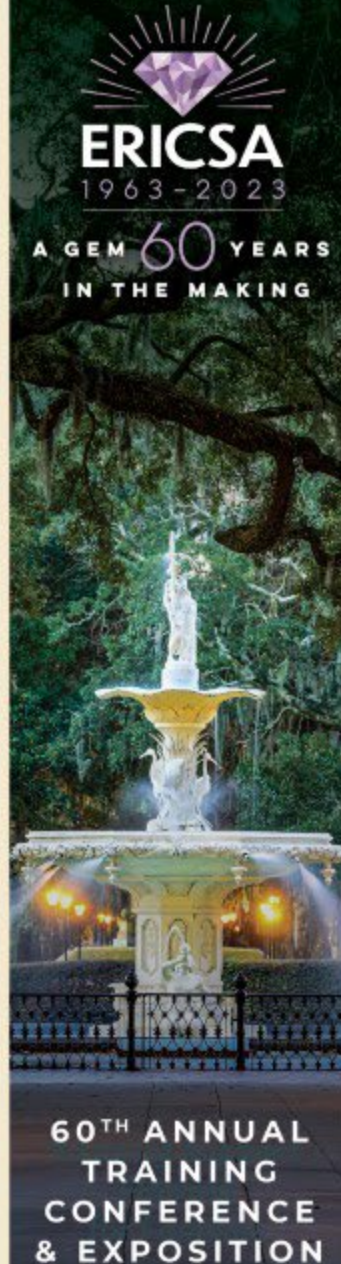
FES Intensive Case Management Service Model

- Case Assessment
- Outreach and Engagement
 - Individual assessments
 - Joint or shuttle case conferencing
 - Case plan
- Case Management and Services



FES Training and Certifications

- Domestic Violence
- Alternative Dispute Resolution
 - Intensive training through Better Agreements, Inc
 - 24 virtual classroom hours
 - Proven techniques for reframing, resolving and transforming
- Mental Health First Aid
 - Mental health and substance use issues
 - 8 hour training
 - Risk factors, Warning signs



FES Flyer

HAVING TROUBLE MAKING YOUR CHILD SUPPORT PAYMENTS?

WE CAN HELP.

The Virginia Division of Child Support recognizes that these are challenging times and various barriers can get in the way of you making your child support payment. We have a program that may be able to help! The Family Engagement Services program will connect you with a specialized case manager dedicated to working with you to help overcome barriers to making your child support payments.



HOW DO YOU FIND OUT MORE ABOUT FAMILY ENGAGEMENT SERVICES?

Call the **Family Engagement Team** at 540-569-4990 and speak to a Family Engagement Case Manager about Family Engagement Services and how to sign up for the My Child Support Portal so you can access your child support case information from any computer, smartphone or tablet!

Follow us on:



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

DCSE Division of Child
Support Enforcement

Family Engagement Services can help you:

- Develop an individualized case plan to address barriers.
- Connect you to community resources that provide employment assistance, education, housing, transportation and job skills training.
- Assist you with a review of your child support order (if eligible).
- Find out how to get your driver's license reinstated.
- Sign you up for a program that rewards you for making your child support payment by giving you reductions on existing TANF debt (if applicable in your case).
- Provide you with resources to address access and visitation with your children.

CONTACT US FOR MORE INFO:

Family Engagement Team
(Monday – Friday, 9 a.m. – 4 p.m.)
1-540-569-4990

www.dss.virginia.gov
MyChildSupport Portal
<https://mychildsupport.dss.virginia.gov>

supportVAkids.com

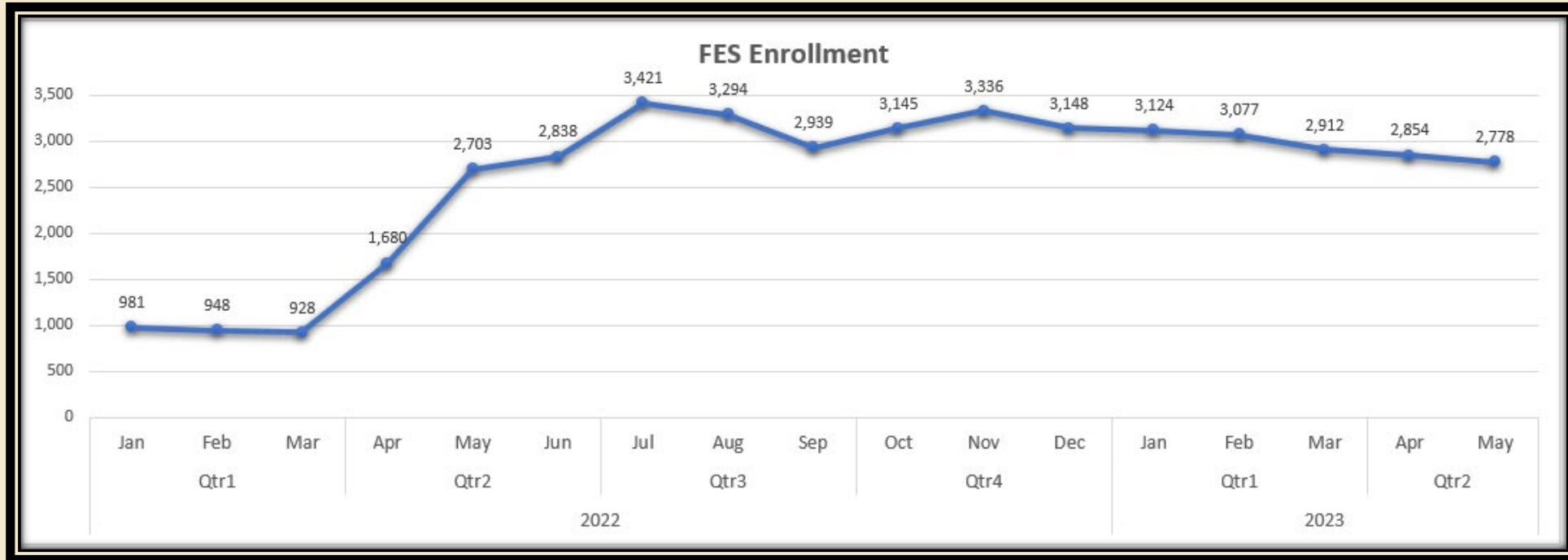


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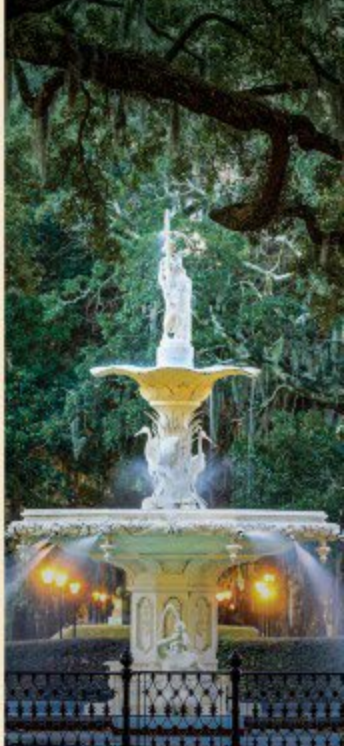
FES Enrollment



Enrollment as of May 9, 2023

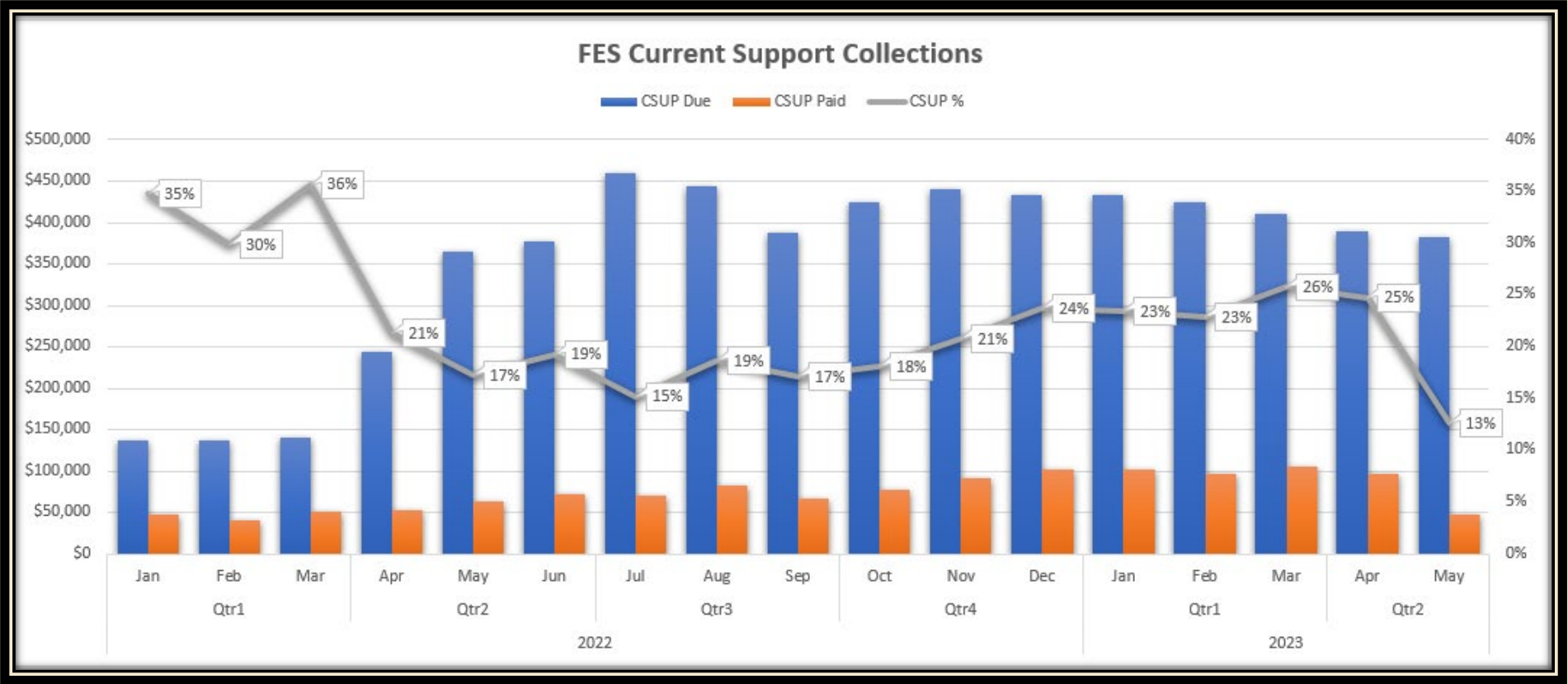


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FES Current Support Collections



Collections as of May 9, 2023

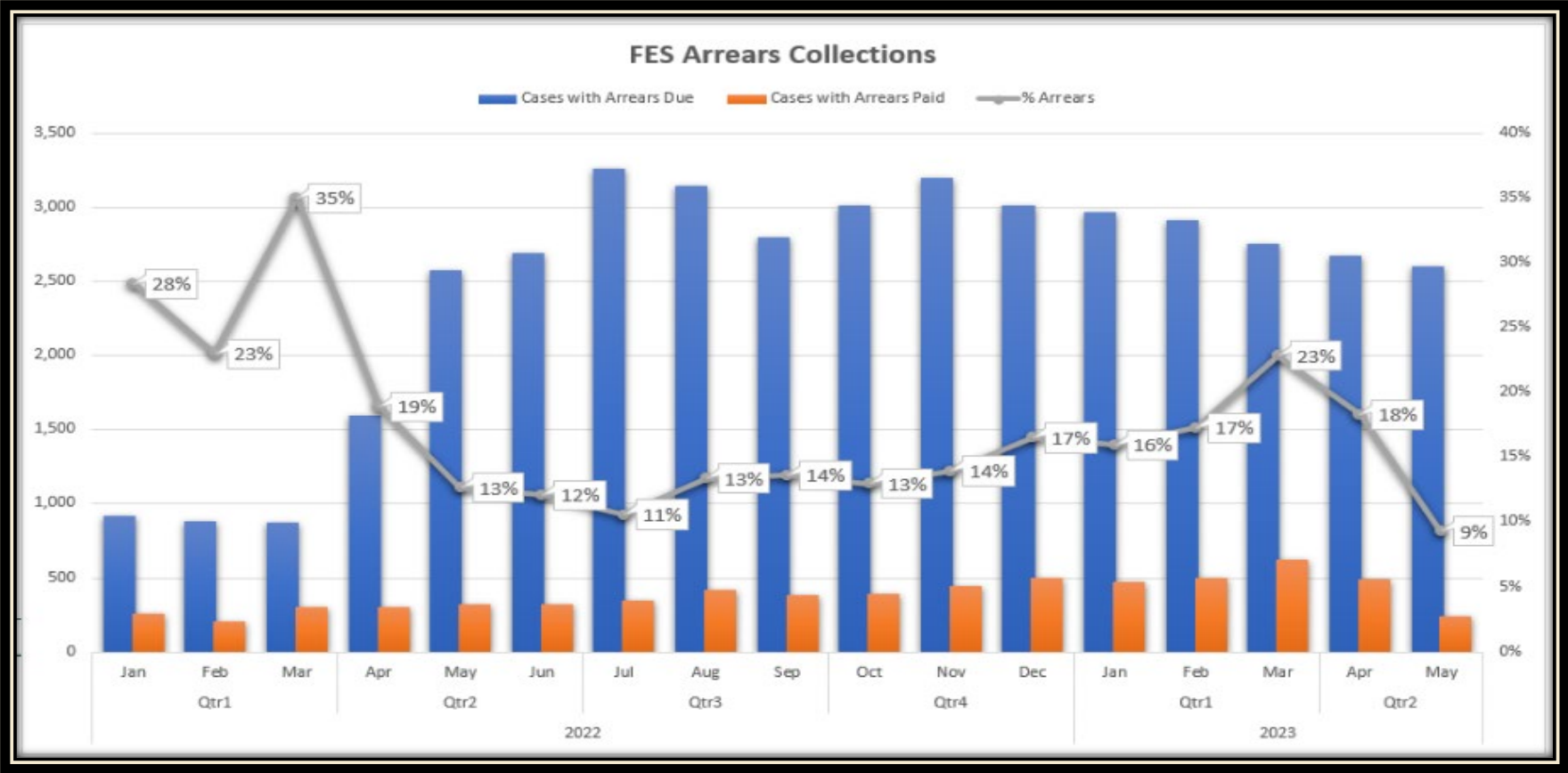


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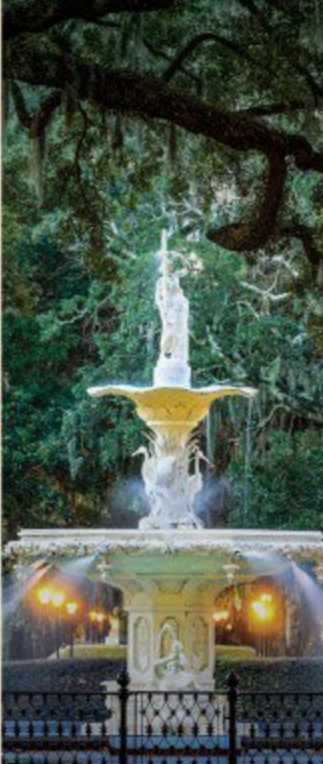


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FES Arrears Collections

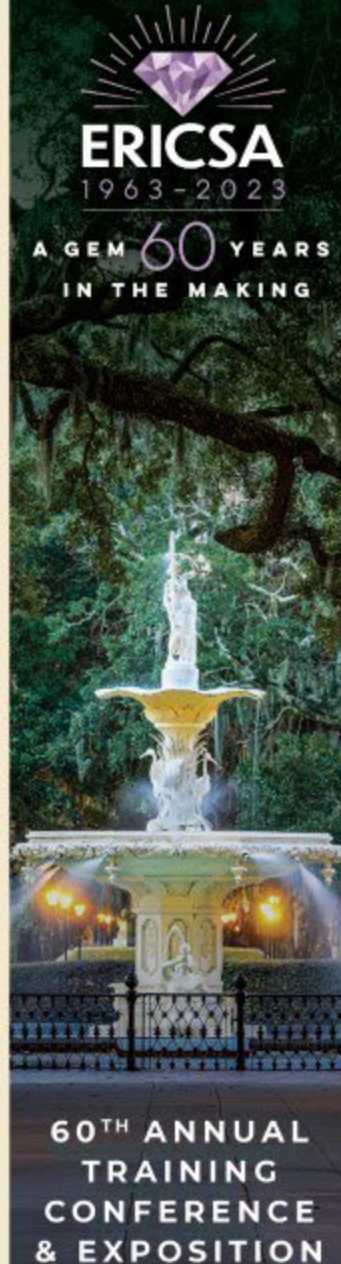


Collections as of May 9, 2023



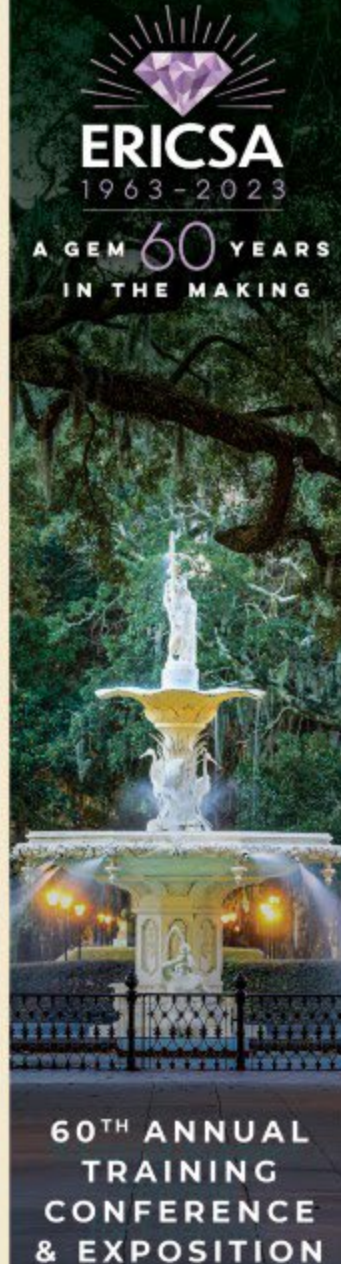
FES Success Stories

- Case#1
 - Barriers: Mental health, substance use, unemployment, housing, health concerns
 - Outcome: Assistance for mental health and substance use, consistent payments, health insurance, housing assistance
- Case#2
 - Barrier: Mental health
 - Outcome: FES worker successfully used skills learned from Mental Health First Aid and ADR Trainings



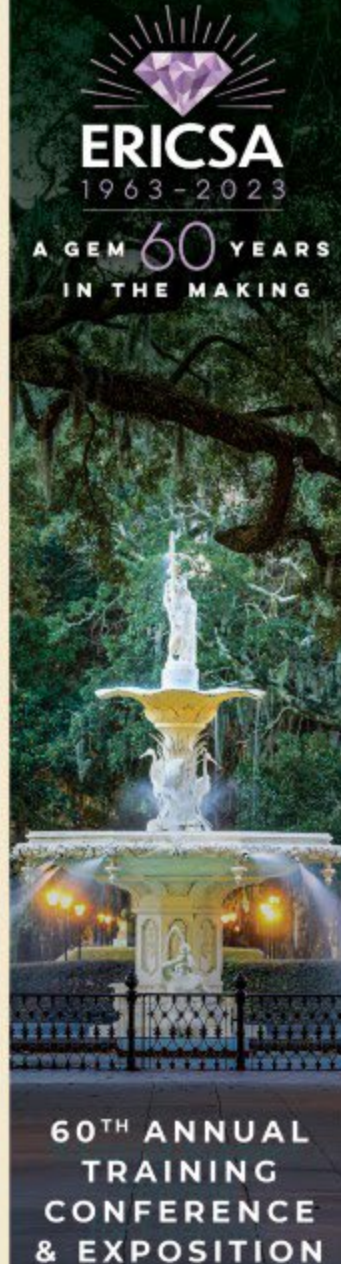
Access and Visitation (AV)

- Mediation
- Parenting and Education
- Parenting Plan Development
- Supervised Visitation
 - Total Action for Progress (TAP)
 - Sabrina's Place program
- Related Trainings



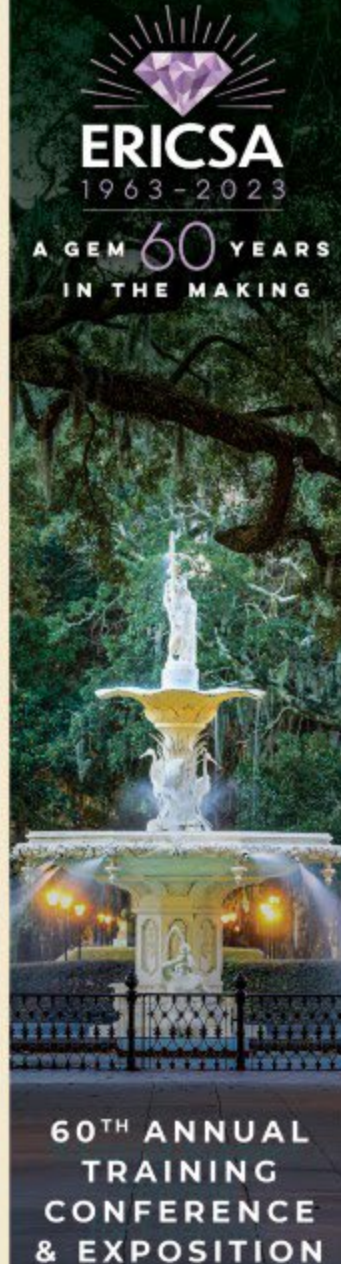
In-House Alternative Dispute Resolution (ADR) Services

- New approach with Access and Visitation grant
- Co-parent barriers
- Internal ADR coordinator
 - Mediation for visitation
 - Co-Parenting education
- Virtual and consistent statewide service



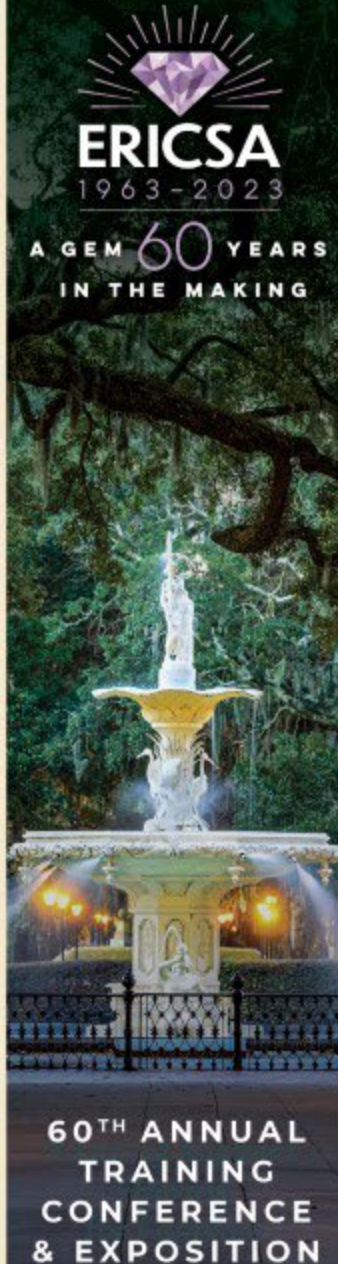
Safe Access for Victims' Economic Security (SAVES)

- Awarded grant in September 2022
- Awarded supplementary funding March 2023
- Improve Safety
- Increase parenting time arrangements
- Strengthen security measures
- Ensure child support services can be accessed safely
- Address disparities in access to parenting time services

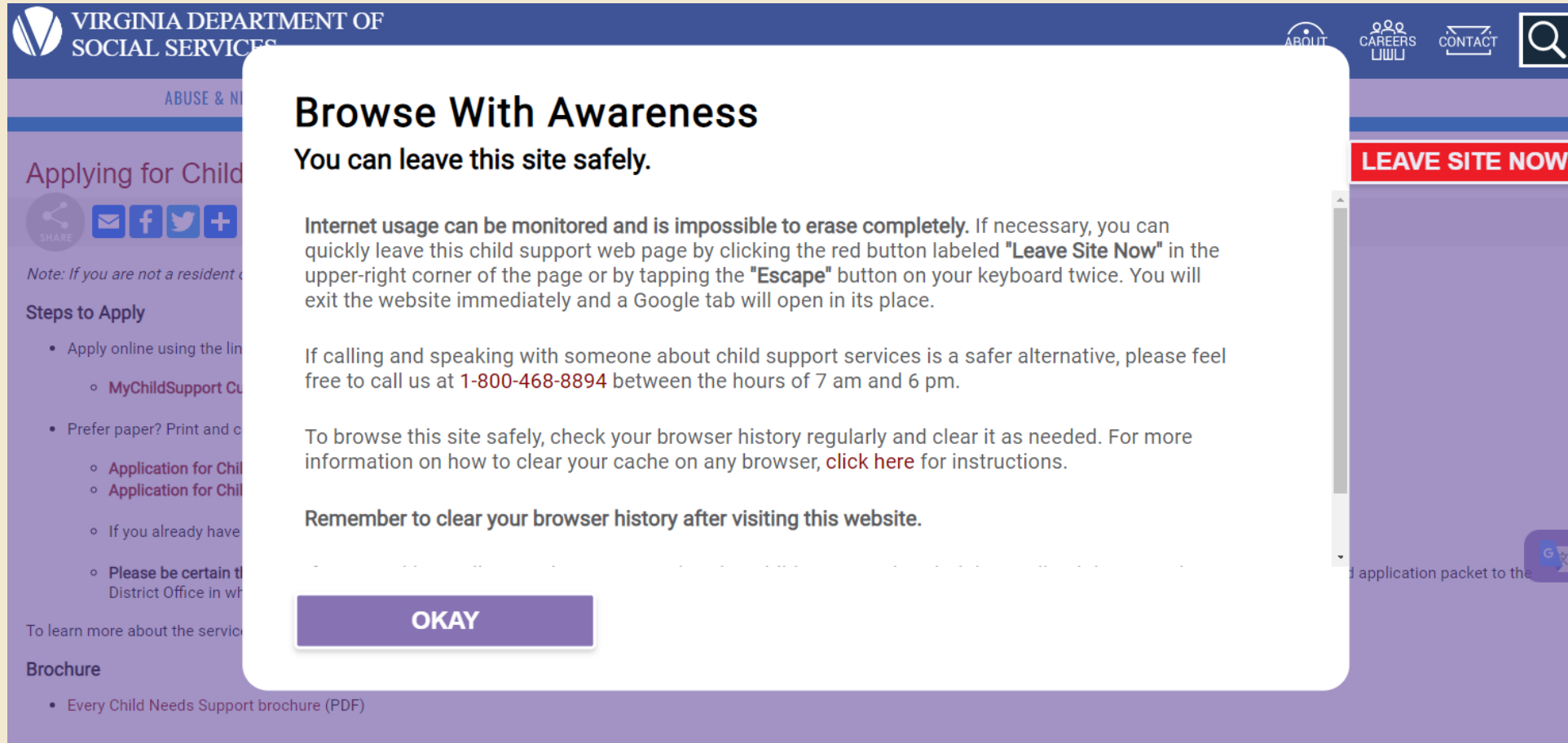


SAVES Project Achievements

- Removal of the notarization requirement for the Affidavit of Nondisclosure form
- Implementation of the “quick exit” button on DCSE website
 - Creates safer avenue to research services
 - Provides information for domestic violence hotline
 - Includes messaging on how to clear history/cookies
- Acceptance of verbal nondisclosure



SAVES Project Achievements



The screenshot shows the Virginia Department of Social Services website. A modal window titled "Browse With Awareness" is centered on the screen. The modal contains the following text:

Browse With Awareness
You can leave this site safely.

Internet usage can be monitored and is impossible to erase completely. If necessary, you can quickly leave this child support web page by clicking the red button labeled "Leave Site Now" in the upper-right corner of the page or by tapping the "Escape" button on your keyboard twice. You will exit the website immediately and a Google tab will open in its place.

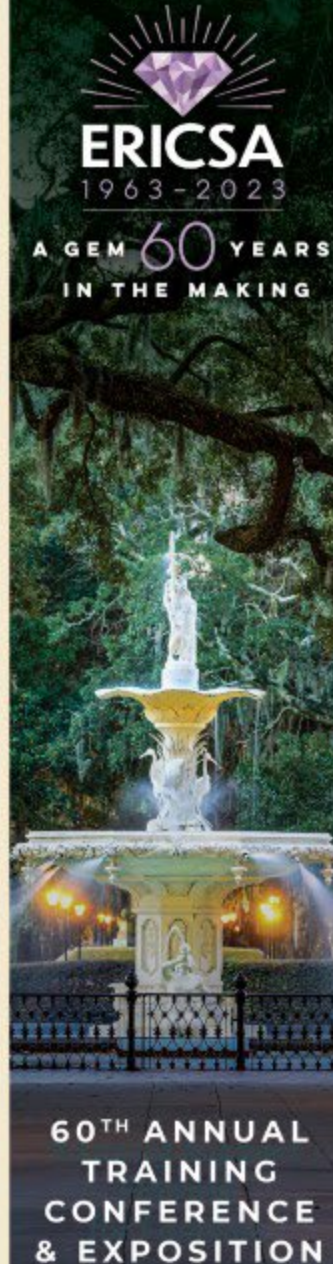
If calling and speaking with someone about child support services is a safer alternative, please feel free to call us at **1-800-468-8894** between the hours of 7 am and 6 pm.

To browse this site safely, check your browser history regularly and clear it as needed. For more information on how to clear your cache on any browser, [click here](#) for instructions.

Remember to clear your browser history after visiting this website.

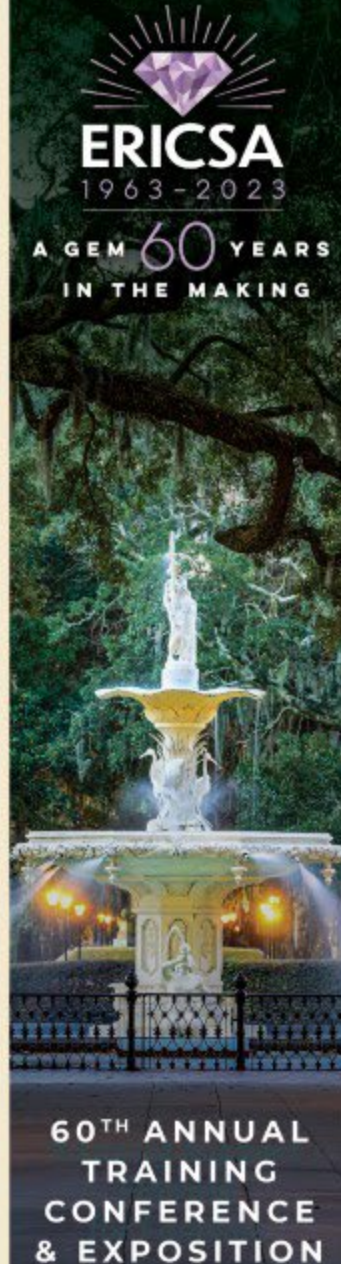
At the bottom of the modal is a purple button labeled "OKAY".

In the background, the website header includes the Virginia Department of Social Services logo and navigation links: ABOUT, CAREERS, CONTACT, and a search icon. A red button labeled "LEAVE SITE NOW" is visible in the upper right corner of the website. The left sidebar contains a section titled "Applying for Child Support" with social media sharing icons and a list of steps to apply.



Organizational Change Management (OCM)

- Structured approach to change
- Focus on the people
- Remove silos
- More robust communication
- Allocate appropriate resources
- Achieve desired outcomes
- Improve the customer experience

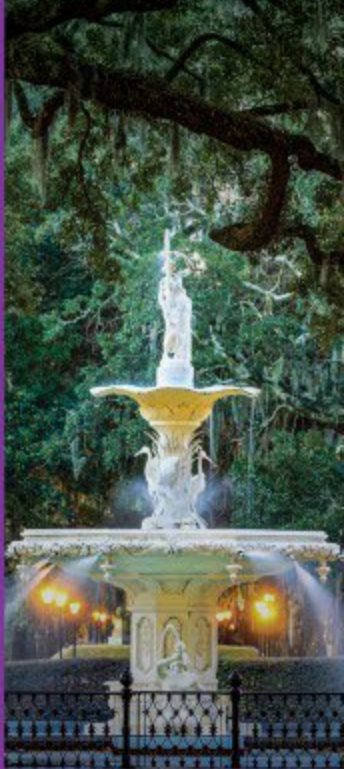


Sophia L. Hollis Ticer

Deputy Attorney General/IV-D Director, Office of the Attorney
General/Child Support Services Division
District of Columbia

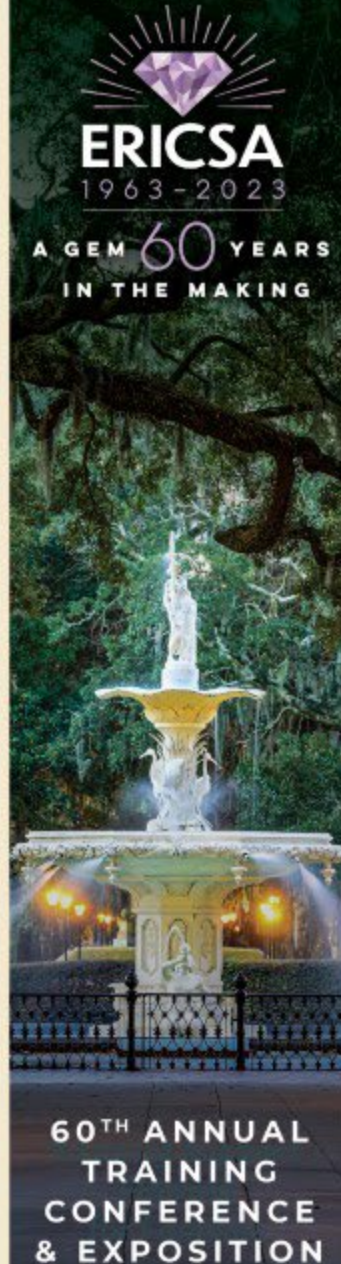


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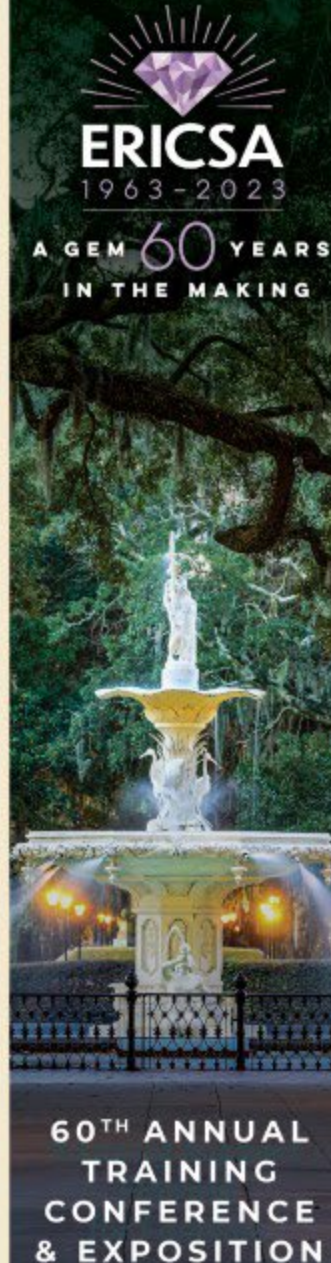
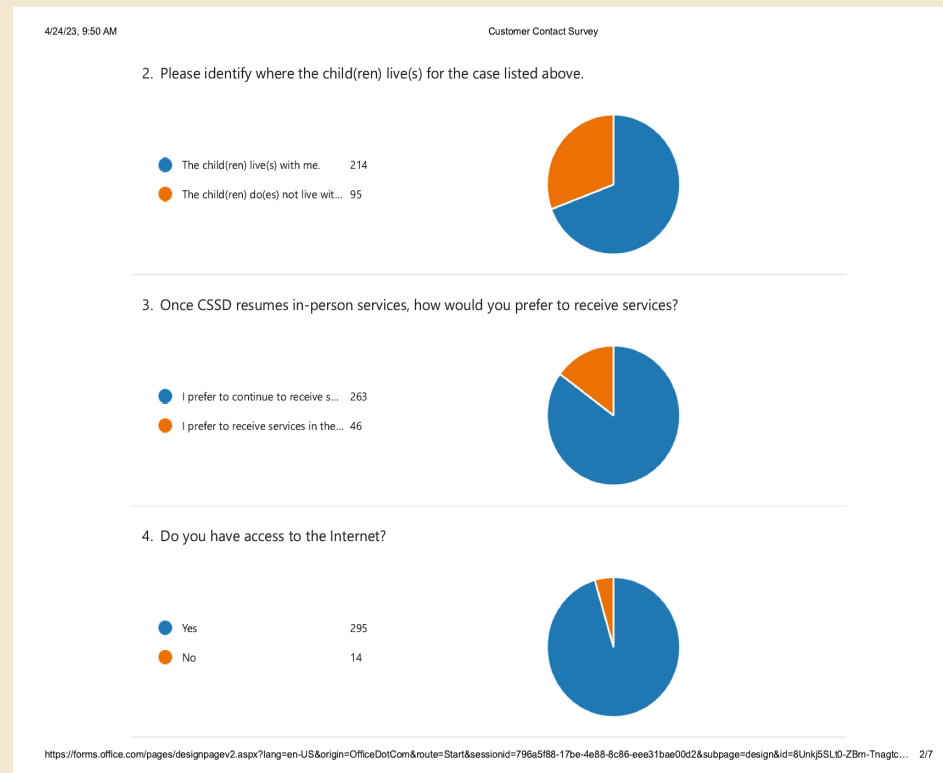
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Reimagining Service Delivery



Customer Surveys

- Input regarding how customers prefer to receive services
- 85% of responders prefer virtual services (even after office reopening)
- Most also prefer contact by email and/or text



In-Office Kiosks



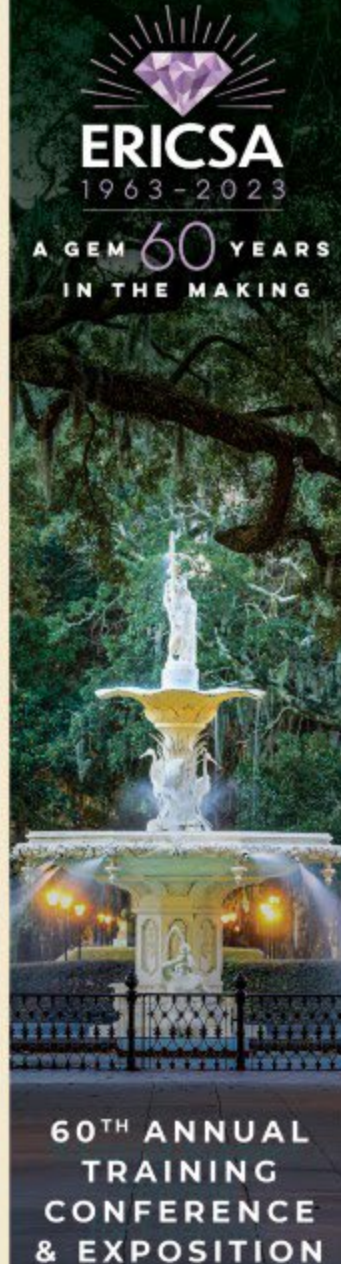
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Online Application

- Non-TANF customers request services, provide information, upload documents, and sign forms online
- A family profile is offered to TANF customers
- Benefits:
 - Expedited case opening
 - Fewer data errors
 - Paperless processing
 - Improved staff utilization

A screenshot of the "1. Customer Information" form. It includes fields for: First Name, Title, Middle Name, Last Name, Suffix, Maiden Name, Birth Date (with a dropdown), Street Address Line 1, Street Address Line 2, City, State (with a dropdown), Mobile Phone Number, Home Phone Number, Work Phone Number, Date of Birth, Sex (with a dropdown), Social Security Number or Individual Taxpayer Identification Number, Race/Ethnicity (with a dropdown), Occupation, and Marital Status (with a dropdown). At the bottom, there are "Previous", "Cancel", and "Next" buttons. A note at the bottom right says: "If you need assistance, call customer service: 202-462-9955."

Alternative Solutions Center



OFFICE OF THE ATTORNEY GENERAL FOR THE DISTRICT OF COLUMBIA
CHILD SUPPORT SERVICES DIVISION, WORKFORCE SERVICES UNIT

WHAT IS THE WORKFORCE SERVICES UNIT - ALTERNATIVE SOLUTIONS CENTER?
The Alternative Solutions Center is an initiative in which parents paying child support that is unemployed or under-employed receives assistance to become gainfully employed. In addition, parents paying child support will receive in-house and external resources for wraparound services.

Job Readiness Training – training that a participant receives to prepare them to seek or obtain employment and retain jobs once hired.

Wraparound Services– services or training with defined outcomes used to build constructive relationships and support networks among participants and their families. It is community-based, culturally relevant, individualized, strength-based, and family-centered.

ADDITIONAL SERVICES PROVIDED:
Parents paying child support will also receive referrals to services/organizations that are not directly related to employment but address some barriers that might indirectly hinder an individual. An example of some of these barriers is housing, education, mental health, transportation, and criminal history.

WHERE IS THE PROGRAM HELD?
Alternative Solution Center has a physical location of 400 6th St NW. Due to COVID-19, all services are being rendered virtually.

WHO IS ELIGIBLE TO PARTICIPATE?

- Parents paying child support with local or responding case child support order.
- Parents paying child support must have an active current child support order, with child(ren) under the age of 21.
- Parents paying child support must live in D.C., Maryland *, or Virginia. *
- Parents paying child support must be unemployed or underemployed.
- Parents paying child support must have a valid address (including homeless shelter), home or cellular phone number and email (if applicable).

I'M INTERESTED, WHAT DO I DO?
Contact the Child Support Services Division and speak with Customer Service Representative. 202-442-9900

 **Alternative Solutions Center** 

The Alternative Solution Center (ASC) provides continual workforce development services to parents paying child support that are un/under employed. In addition, the ASC keeps a keen focus on providing resources, activities and events that lead to long-term employment, healthy co-parenting, and a better quality of life.

Annual Milestone Celebrations

 **DON'T GIVE UP**

Appreciate and congratulate ASC Participants while encouraging them to continue-on the path to a better quality of life. "Planting Seeds of Greatness" and inspiring ASC Participants by highlighting the accomplishments of their peers. Continually reminding Participants in the rewards of investing monetarily, physically, and emotionally in their child's life.

Child Support Awareness Month



Our goal is to create a collective effort that is inclusive and engages parents paying child support to actively participate in the Child Support Services Division (CSSD) initiatives. The ASC strives to improve community awareness, resource matching, and relationships between CSSD and the public at large.

Father's Day Week Celebration



This inclusive weeklong initiative was designed with daily activities to celebrate participants, serve to change the perception of child support system, and increase the participation/payments by parents paying child support that will directly affect the amount of child support arrears money collected.

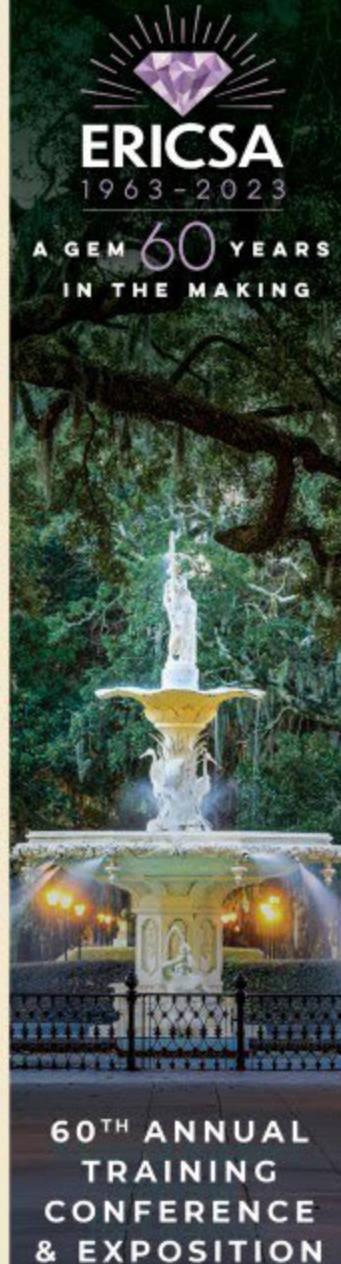
VIRTUAL JOB FAIRS



The last day of the special month is always reserved for the ASC Job Fair and Hiring Event. Every year up to ten (10) companies with immediate hiring needs will hold fifteen (15) minute information sessions, and instruct Participant on the application process, hiring needs and skillset matching. Breakout rooms are available for real time on the spot interviews. The goal of this event is for twenty (20) Participants to be selected for full time employment.

Planting Seeds of Greatness

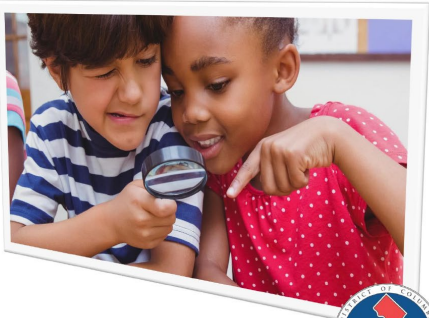
- Helps parents with:
- Receives referrals from the court, CSSD staff, or parents
- Holds workshops, provides 1-on-1 support, and hosts special programs



Early Intervention



CHILD
SUPPORT
SERVICES



Case Initiation
Non-Custodial Parent Orientation

District of Columbia
Child Support Services Division
2022





CHILD
SUPPORT
SERVICES



Change of Circumstances
Custodial Parent Session

District of Columbia
Child Support Services Division
2022





CHILD
SUPPORT
SERVICES



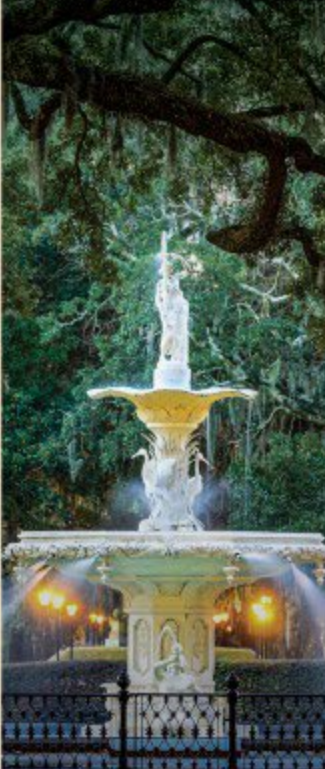
Enforcement
Custodial Parent Session

District of Columbia
Child Support Services Division
2022




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Conciliation Conferences

Phase One-Focuses on establishing paternity only

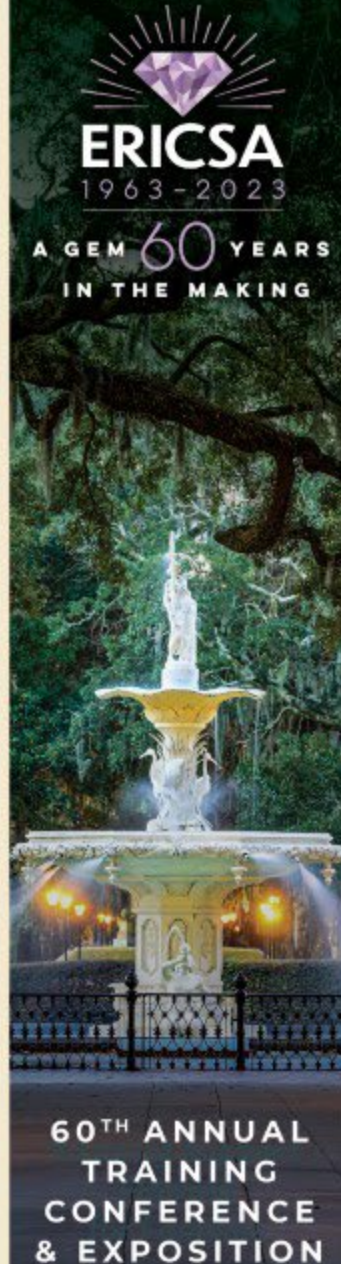
- Started April 12, 2022

Phase Two-Add establishment of Support + Paternity

- Started May 2, 2023

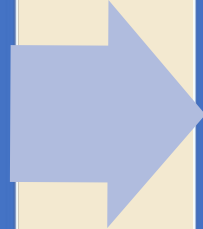
Conciliation Conferences allow the parties to come together to discuss paternity and child support

Parties have the opportunity to meet remotely or in person to consent to terms reached during the conference



Proposal for Change

CSSD proposes offering customers an opportunity to have a conciliation conference in lieu of a hearing



Customers would enter a consent order that would be filed with the court without the need for a hearing



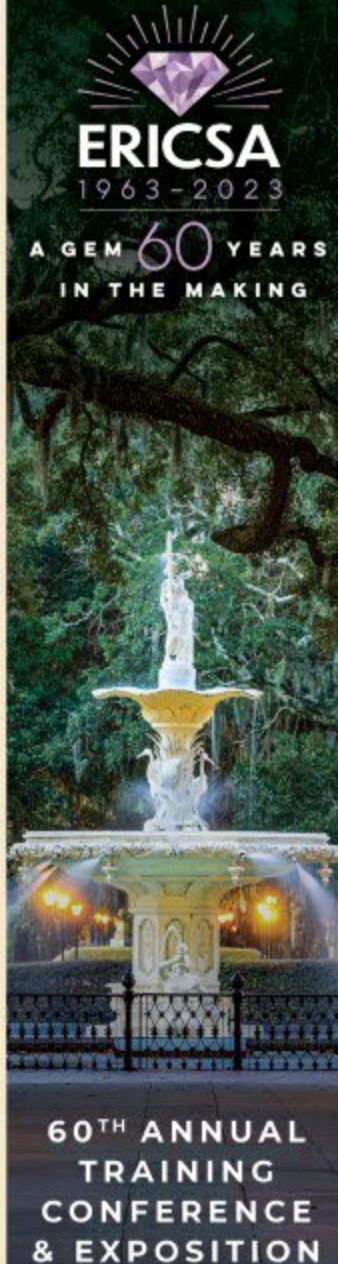
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Conciliation Conference Metrics

- 110 Paternity Consent Orders have been achieved since 4/12/22-Phase One
- 5 Child Support Consent Orders have been achieved since Phase Two began on 5/2/23.
- CSSD scheduled 169 appointments to resolve paternity matters between 4/12/22 and 12/31/22.
- CSSD has appointments scheduled 75 appointments from 1/3/23 – 6/3/23 to date. 22 of those appointments are part of Phase 2 of the Conciliation Initiative and will resolve paternity and support matters.



Robyn Crittenden

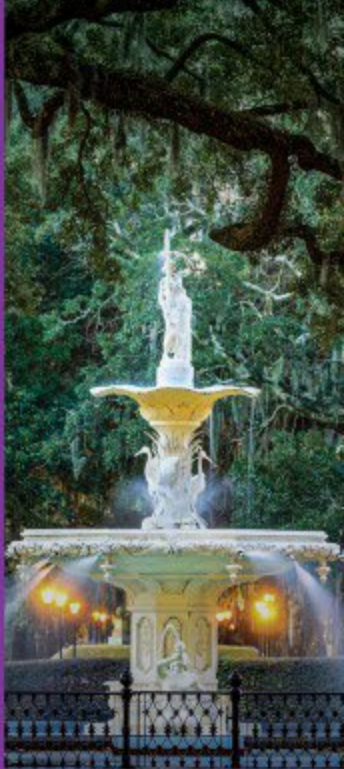
Managing Director - Deloitte Consulting

Former Commissioner of the Georgia Departments of Human Services and Revenue

28th Georgia Secretary of State



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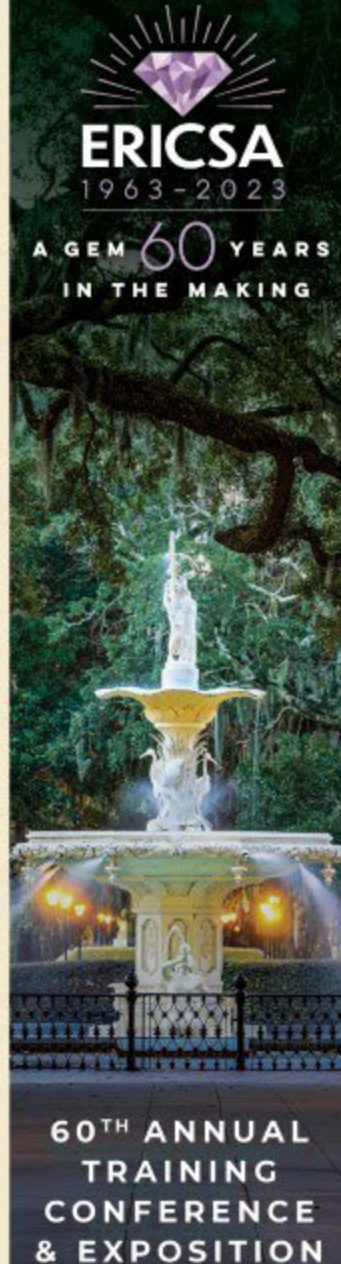


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Child Support

The Child Support Program is the government program responsible for the collection and distribution of payments and medical support enforcement to support children in single parent (single guardian) families.

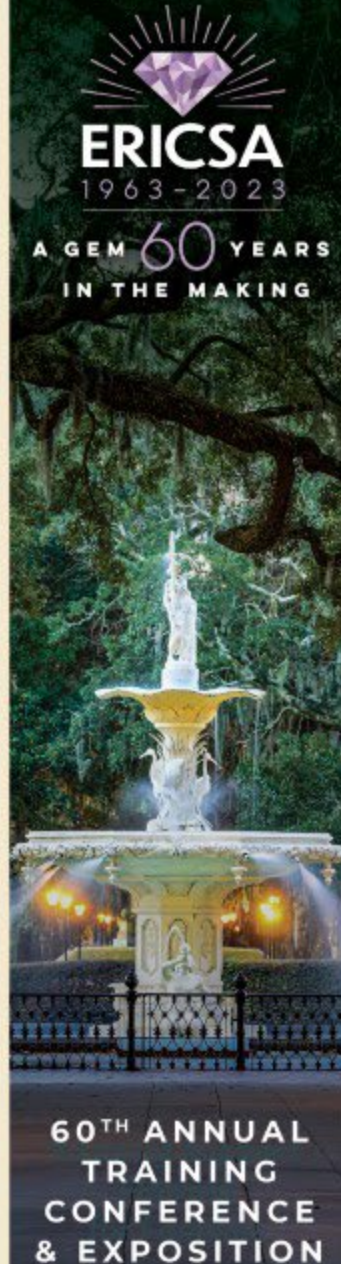
The Program falls under the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Support Enforcement led by Commissioner Tanguler Gray.



The Child Support Program

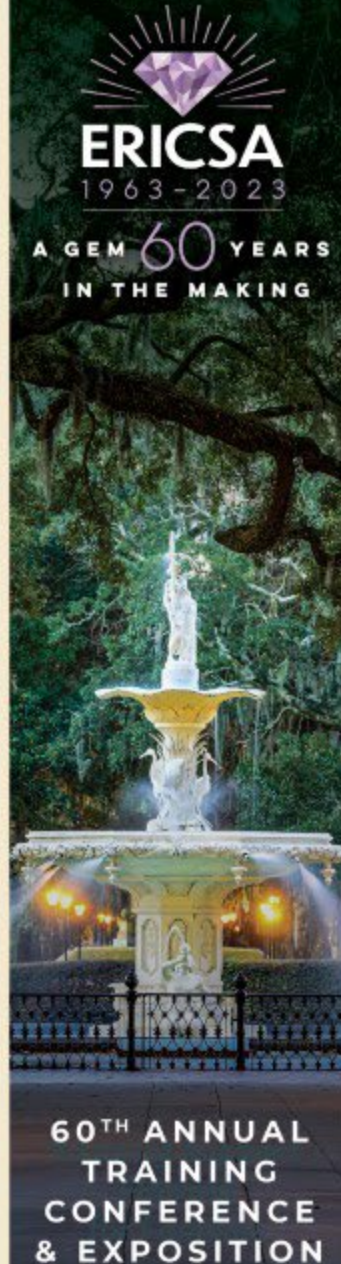
- The Child Support Program was established in 1975 in The Social Security Act, Title IV-D.
- Congress began the child support program to reimburse benefits paid by the government's welfare programs. Congress changed the program in 1996 as part of the new welfare reform laws to expand the role of technology and ensure children receive more of the support paid by their parents. Today, the child support program has emerged as a family support program providing significant income for vulnerable families.

<https://www.acf.hhs.gov/css/comms-fact-sheet/office-child-support-enforcement>



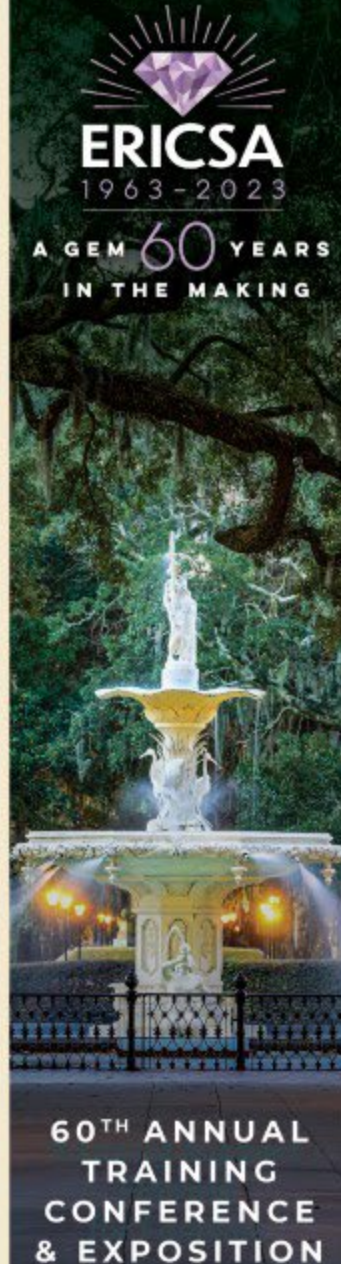
Expanding to Serve the Whole-Family

- Congress has supported expanding to provide family support by allocating funding to programs that promote a whole-family approach. For example,
 - **Personal Responsibility and Work Opportunity Reconciliation Act of 1996** launched the Access and Visitation grants.
 - **Deficit Reduction Act of 2005** established Responsible Fatherhood funding.
 - **Claims Resolution Act of 2010** increased funding for the Responsible Fatherhood program from \$50M to \$75M.



Issues for States

- Addressing Social Determinants of Health
- Meeting Child Support Program performance requirements and simultaneously expanding Whole-Family Services
- Changing the image of Child Support Enforcement
- Becoming a resource for services

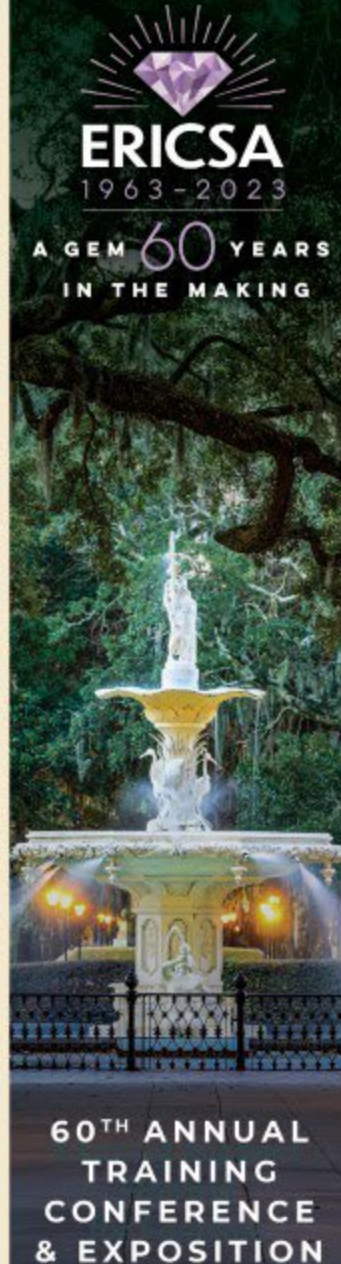


Social Determinants of Health

- Social Determinants of Health (SDOH) are the conditions in the environment where people are born, live, learn, work, play, worship, and age that affects a wide range of health, functioning, and quality-of-life outcomes and risks.



[Social Determinants of Health - Healthy People 2030 | health.gov](https://www.health.gov/ourpriorities/social-determinants-of-health)



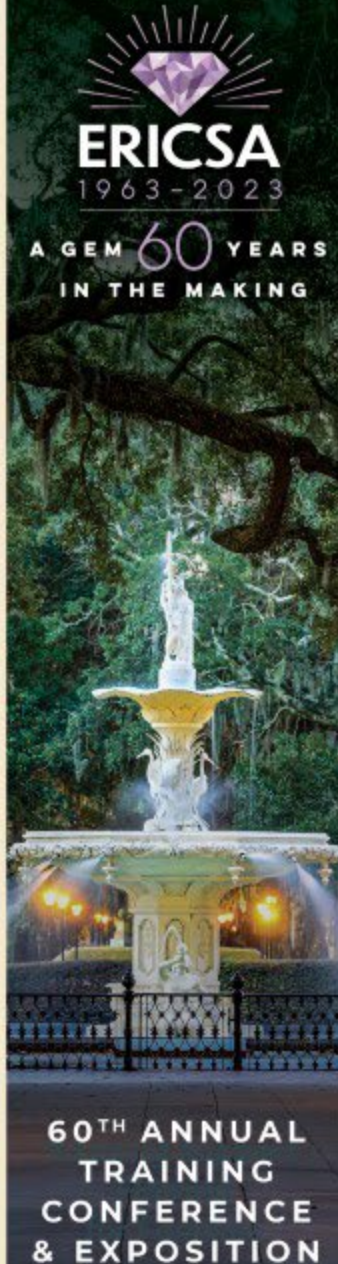
Social Determinants of Health (continued)

Economic Stability impacts:

- Physical Health
- Mental Health
- Well-Being

Access and Quality of Healthcare impacts:

- Access to primary care
- Health insurance coverage
- Health literacy



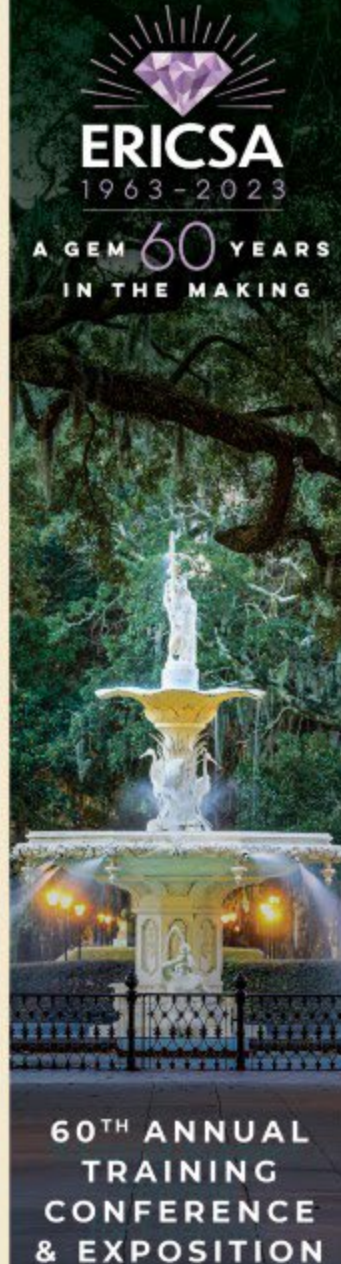
Social Determinants of Health (continued)

Education Access and Quality impacts

- Literacy
- Language
- Early childhood education
- Higher education

Neighborhood and Built Environment

- Quality and availability of housing
- Access to transportation
- Water quality
- Neighborhoods free of violence

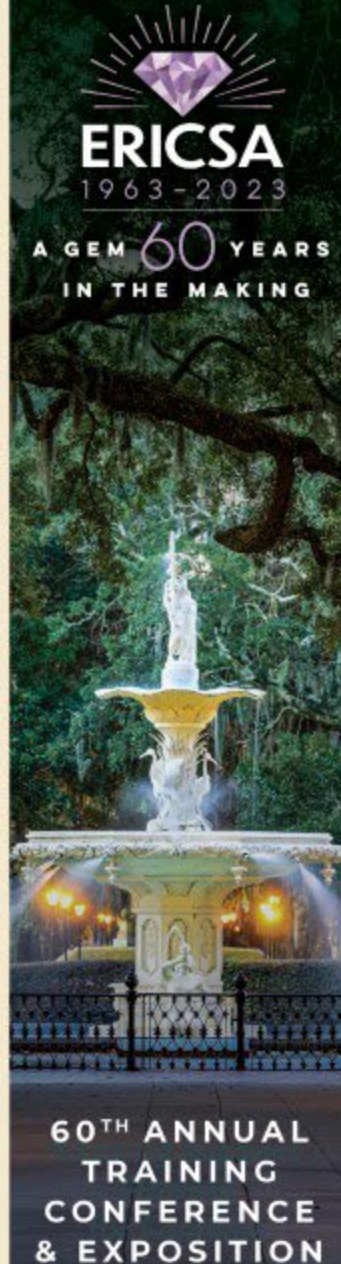


Social Determinants of Health (continued)

Social and Community Context

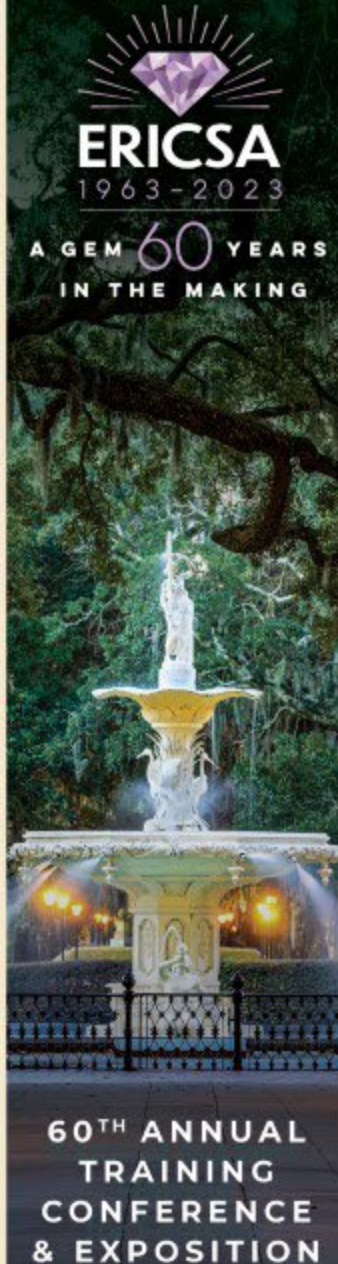
- Distribution of resources and opportunities between neighborhoods and groups
- Neighborhood historical and cultural context
- Availability of support systems

www.ncsc.org/__data/assets/pdf-file/0026/7660/SDOH.pdf



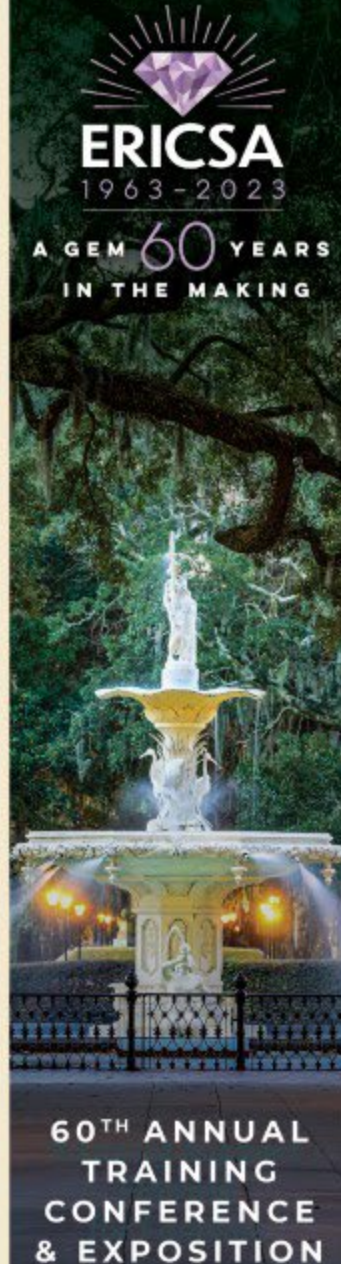
Contributions of Noncustodial Parents

- Noncustodial parents play key roles in the lives of their children.
- Child Support Programs make sure that they provide the required financial support.
- Child Support Programs can also provide avenues for Whole-Family Services, such as the emotional support that children and parents need.



Emotional Support from the Noncustodial Parent

- Emotional support from the noncustodial parent can take various forms, such as:
 - Visitation;
 - Communication (i.e., telephone calls, visual calls, etc.)
 - Involvement at school;
 - Involvement with community and extracurricular activities;
 - Recognition of holidays and special events;
 - Shared cultural and religious activities; and
 - Interactions with the noncustodial parent and his/her family.



Partners

Many public and private partners play an important role in helping parents meet the financial and emotional needs of their children.

- **Employment**

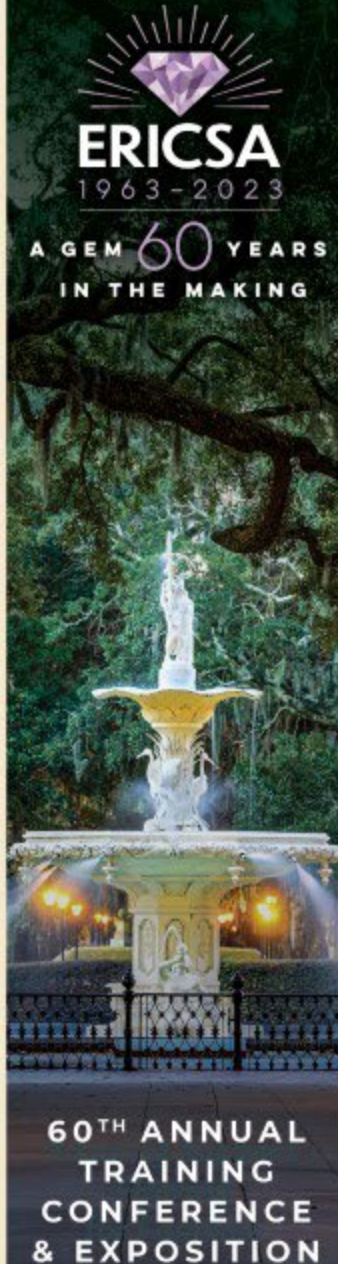
- Employers are the program's major partners and withhold the largest portion of child support payments.

- **Employment Programs**

- Learn about resources available for child support agencies interested in implementing or enhancing a noncustodial parent employment program.

- **Courts**

- Child support programs work with attorneys, law enforcement agencies, and courts to deliver services at the local level.



Partners (continued)

- **Family Violence**

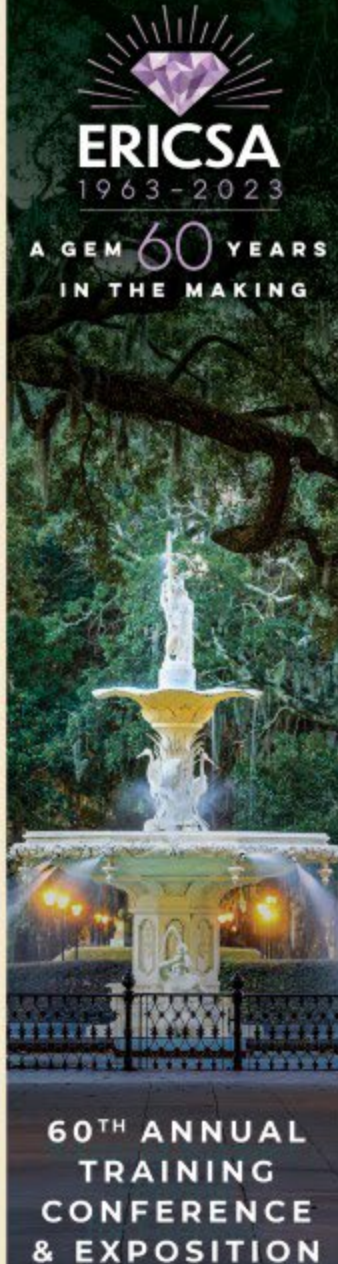
- Local programs promote safe access to child support for victims of domestic violence.

- **Fatherhood**

- Child support programs work directly with fathers and are uniquely positioned to connect them to fatherhood-related programs and services.

- **Health Care**

- Establishing and enforcing medical support orders ensure that children have stable access to health care.



Partners (continued)

- **Hispanic Outreach**

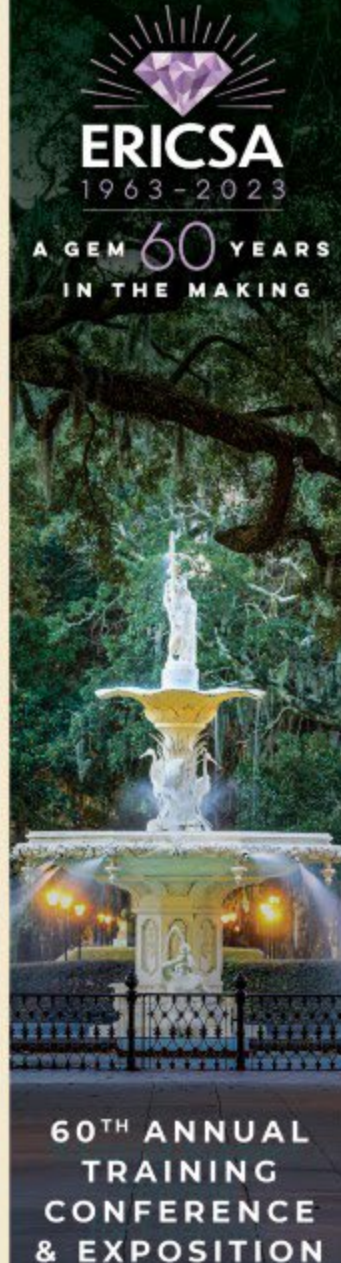
- Resources to build Hispanic outreach programs to inform parents about child support services

- **Incarcerated Groups/ Reentry**

- Child support programs work with correctional institutions to help parents who are incarcerated or about to be released.

- **Military & Veterans**

- Child support programs help families respond to circumstances as a result of military service. We work with the Department of Veterans Affairs and the American Bar Association on issues that impact veterans.

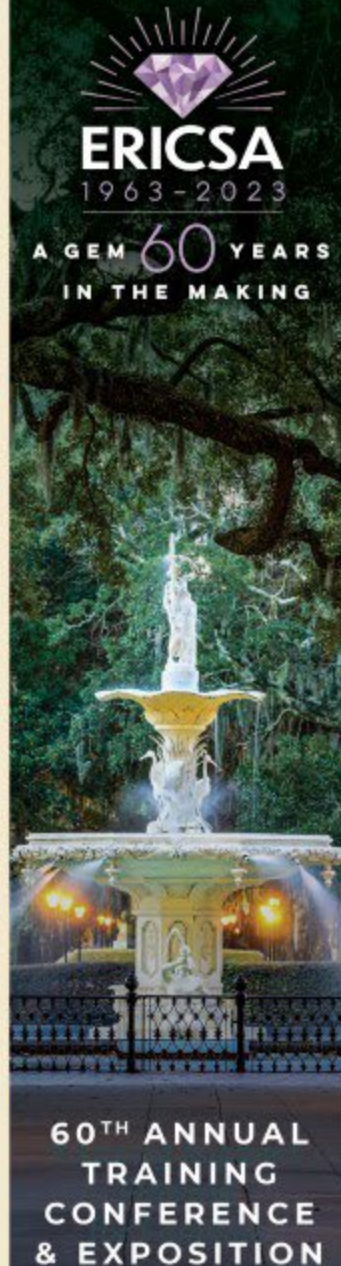


Examples of Whole-Family Support Programs

In **Georgia**:

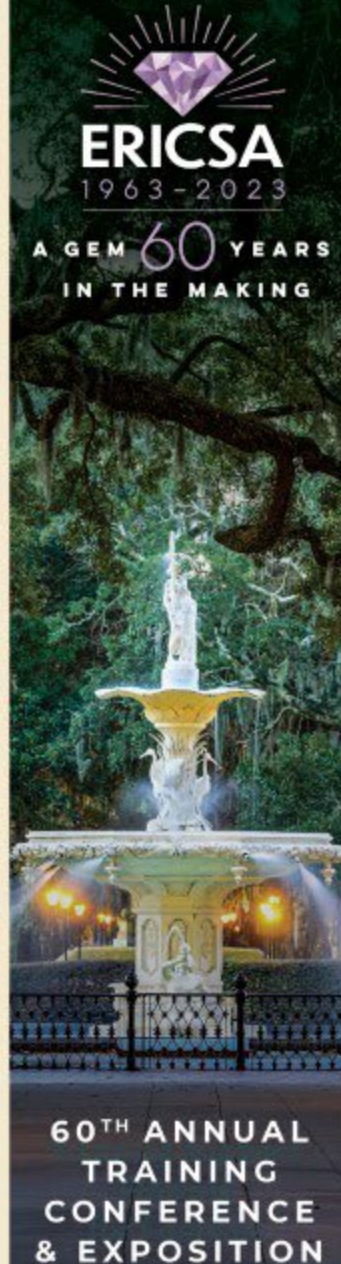
- Fatherhood Program
- Fatherhood Celebrations
- Fatherhood Conversations
- Access and Visitation Program
- Parental Accountability Court Program

<https://childsupport.georgia.gov/programs-services>



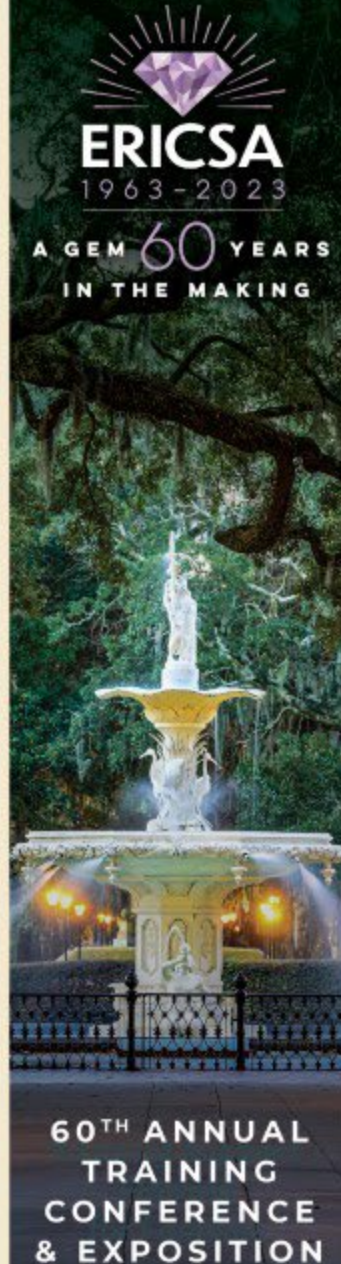
Fatherhood Program

- Through the Fatherhood program, the GA Division of Child Support Services works with parents who are unemployed or underemployed and are, as a result, unable to pay their full child support obligations.
- The program connects parents with resources that lead to jobs paying above minimum wage, greater self sufficiency and more emotional, parental and financial involvement in the lives of their children. Georgia had the first statewide program in the U.S.



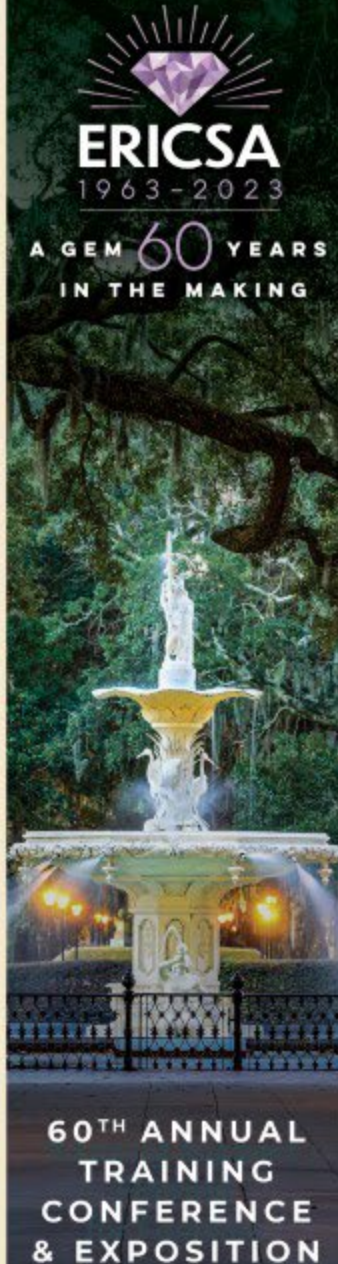
Fatherhood Celebrations

- In an effort to raise awareness for the Fatherhood program's ability to help parents meet their child support obligations, the Division hosts outreach events around the state.
- These events celebrate the roles fathers play in the lives of their children. It is a fun atmosphere for parents to spend time with their children and to learn about the resources available to improve their ability to support themselves and their families.



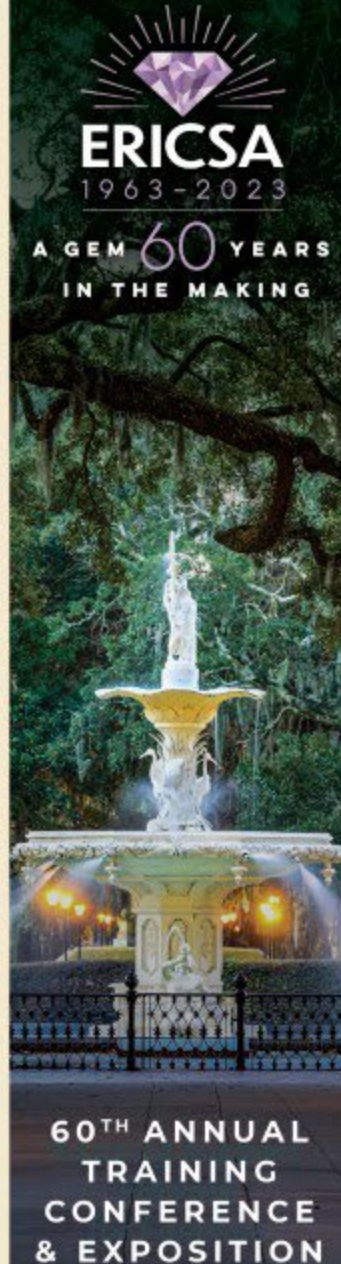
Fatherhood Conversations

- These events, hosted around the State, allow parents to ask questions in person or virtually in a safe zone. Each event allows the community to learn more about DCSS processes, the Fatherhood program, community employment opportunities and community support services.
- The virtual events also offer a chance to address questions and concerns directly with local DCSS staff members, businesses and community support resources.



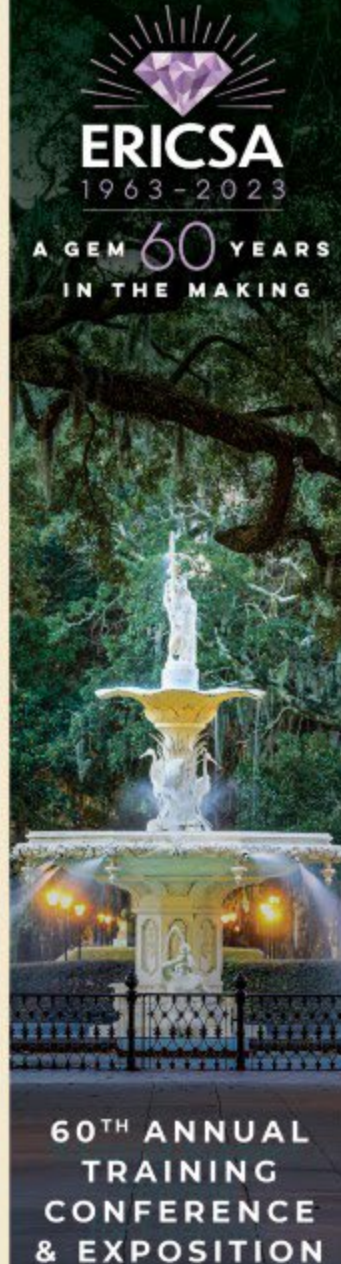
Access & Visitation Program

- The Access and Visitation (AV) program provides approximately \$10 million in funding annually to the 54 U.S. states and territories.
- Administered by the Office of Child Support Enforcement in the Department of Health and Human Services, the AV program is designed to increase the noncustodial parent's access to and visitation with their children.



Access & Visitation Program (continued)

- Georgia uses funding from this grant to provide several services to parents.
- **Eligibility and Services**
 - To participate in the AV program, the parent must have an open child support case through the Division of Child Support Services (DCSS).
 - For the safety of the other parent and the children, AV services will not be provided if there is a history of domestic violence.

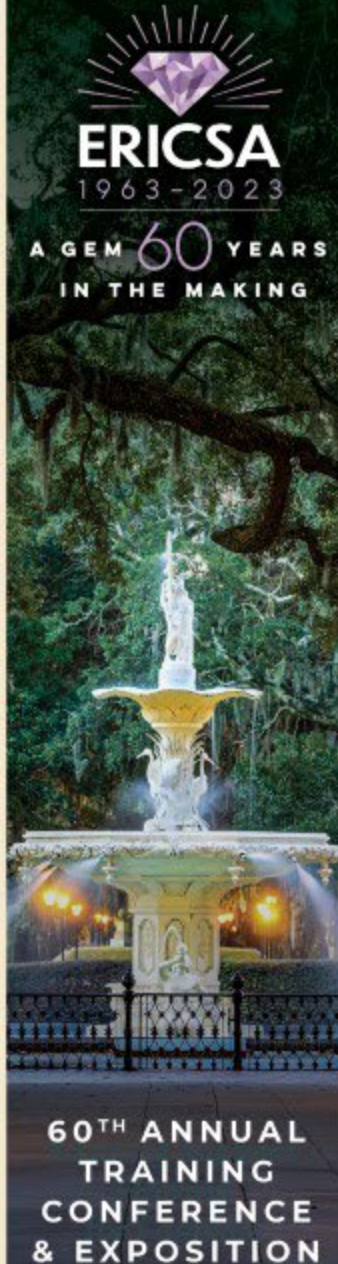


Access & Visitation Program (continued)

These services are offered at no cost to child support customers and include the following:

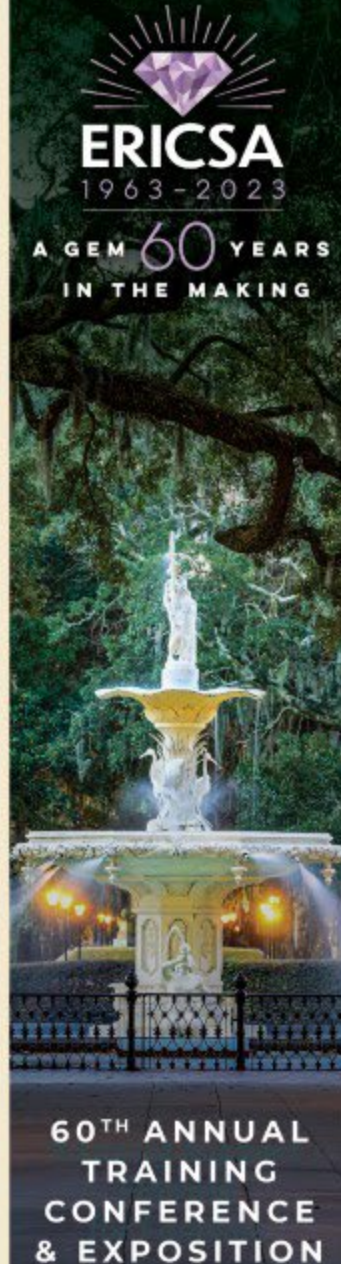
- Coordination of visitations or parenting time;
- Mediation between the parents (non-legal, non-binding);
- Written parenting plans;
- Group parenting education; and
- Counseling on access issues.

Access & Visitation Services are funded through the Administration for Children and Families.



Parental Accountability Court Program

- The Parental Accountability Court Program seeks to remove the underlying issues that cause noncustodial parents to become chronic non-payers of child support.
- Through judicial oversight, Parental Accountability Court assists to transition non-custodial parents with barriers to self-sufficiency through parent accountability, employment and education.



Parental Accountability Court Program (continued)

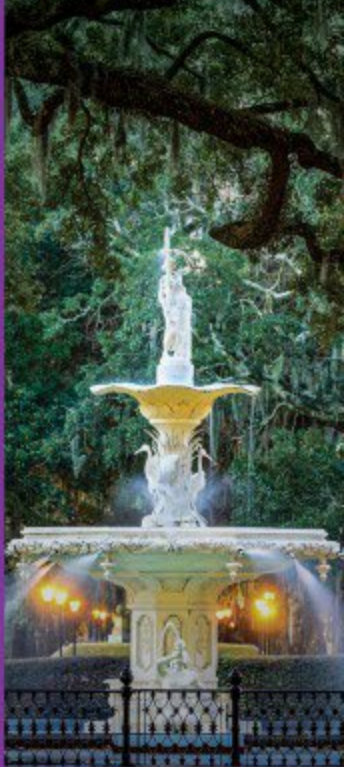
- **Services offered through Parental Accountability Court**
 - substance abuse treatment
 - job assistance and placement
 - short-term training
 - coaching and mentoring
 - educational services
 - Georgia Work Ready as an alternative to incarceration.



Q&A



A GEM **60** YEARS
IN THE MAKING



60TH ANNUAL
TRAINING
CONFERENCE
& EXPOSITION